



intuit

✓ turbotax

qb quickbooks

mint

ck credit karma

Corporate Responsibility Report ²⁰²¹

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On the cover:
Semolina Pasta, a small business
QuickBooks customer in
Los Angeles, California

Introduction

At Intuit, everything we do starts with the fundamental belief that everyone deserves the opportunity to prosper. Serving millions of customers worldwide with [TurboTax](#), [QuickBooks](#), [Mint](#) and [Credit Karma](#), Intuit never stops working to find new, innovative ways to make that possible.

With 13,500 employees as of July 31, 2021, and approximately 100 million customers worldwide, delivering on our mission extends beyond our products. Corporate responsibility (CR) has been part of our DNA since our early days, when we declared “We Care and Give Back” as one of our core values. From day one, we have been committed to finding opportunities to use our expertise and scale to invest in people and help solve the challenges they face – because when people thrive, their communities thrive.

We deliver on our mission by working to solve the most important financial problems of the

customers and communities we serve. That means helping put more money in their pockets, eliminating work and drudgery so they can focus on their lives and what matters to them, and ensuring that they have complete confidence in every financial decision they make.

We measure success by focusing on positively impacting our employees, customers, the communities we serve and our shareholders. One of our core company goals is to make a difference in the communities we serve, reflecting our unwavering commitment to helping people prosper today and in the future.

Our corporate responsibility approach is aligned to: 1) Intuit’s mission to “Power Prosperity Around the World,” 2) our [company values](#), and 3) supporting our True North Goals, [Big Bets](#) and Bold Goals (see page 42 for more detail). Our acquisition of Credit Karma has accelerated our

mission and impact on customers, and although its data will not be reflected in our fiscal year (FY) 2021 Corporate Responsibility Report, its contributions will have a lasting impact on the communities around us.

We remain committed to making sustainable impact at scale through initiatives across the organization. In addition to a fundamental commitment to diversity, equity and inclusion (DEI), we focus on three key areas against which we are uniquely positioned to deliver: job creation, job readiness and having a positive impact on climate. Much of this work is concentrated in underserved communities globally, communities defined by low-income metrics¹, to impact people who can benefit most. Our updated, Intuit-wide FY 2024 goals, as defined in this report, are designed to challenge all of us at Intuit to make progress in these areas and hold ourselves accountable through regularly reporting to our stakeholders.

1. Communities defined by their zip code or county (or international equivalent) that meet various low-income indicators including the Distressed Community Index, percent of students receiving free and reduced lunch, low-income status as defined by the U.S. Census, etc.

DISCLAIMERS:

Unless otherwise stated, this report relates to Intuit’s fiscal year ending July 31, 2021 and all data (other than consolidated financial statement, customer and total employee data), and the term “Intuit-wide,” excludes Credit Karma, which Intuit acquired in December 2020. All references to dollars are United States (U.S.) dollars. Intuit, QuickBooks, TurboTax, Mint and Credit Karma, among others, are registered trademarks and/or registered service marks of Intuit Inc., or one of its subsidiaries, in the U.S. and other countries. Other parties’ marks are the property of their respective owners. Stated goals for FY 2024

are not inclusive of Credit Karma employee data or additional impact data. This report is structured to provide highlights from FY 2021, supported by GRI and SASB for IT and Software Services and Consumer Finance sector indices disclosures starting on page 40. Communities defined by their ZIP code or county (or international equivalent) that meet various low-income indicators including the Distressed Community Index, percent of students receiving free and reduced lunch, low-income status as defined by the U.S. Census, etc.

Alignment to the United Nations Sustainable Development Goals

We support the United Nations' (UN) [Sustainable Development Goals](#) (SDGs). We are committed to taking global action and working collaboratively with nonprofits, non-governmental organizations (NGOs) and others in the private sector to address the SDGs that focus on protecting the planet, education and equality for all.



Sandra, Intuit Customer Success employee-partner in Morristown, Tennessee, a [Prosperity Hub](#) location

Diversity, Equity and Inclusion

5 GENDER EQUALITY



Job Creation

1 NO POVERTY



8 DECENT WORK AND ECONOMIC GROWTH



Job Readiness

4 QUALITY EDUCATION



Sustainability

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



All

17 PARTNERSHIPS FOR THE GOALS



We are excited to face the challenges of our time and play our part in building a better future.

Letter from our CEO

This past year was one of both challenges and opportunities. Around the world, people were forced to face daunting challenges to their physical and mental health, their economic well-being, and deep-rooted societal inequities. At the same time, we've all been part of shaping a new path that highlights our collective capacity for resilience and innovation when faced with adversity – and that gives me great hope for the future.

At Intuit, the challenges of the past year have served as a powerful call to action to reaffirm and reimagine our enduring commitment to making a positive impact on the world around us. I believe we now have an opportunity to build a new and better “normal,” both inside and outside the company, for our employees, customers, communities and shareholders. We are embracing this opportunity and come to work every day passionate about

finding new ways to power prosperity, especially for those who need it most.

That work starts with our platform and products, TurboTax, QuickBooks, Mint and Credit Karma, putting technology on the side of customers to empower them to overcome their most important financial challenges. We are proud of the speed we were able to move at to deliver new innovations to help our customers this year when they needed us the most.

We were also excited to add Credit Karma to the Intuit family. Like Intuit, Credit Karma is a mission based company fueled by a values-driven culture dedicated to creating an inclusive workplace for its employees. I am thrilled at how Intuit and Credit Karma are helping customers find the right financial products, putting more money in their



Sasan Goodarzi
Chief Executive Officer of Intuit

pockets and helping them access the financial expertise and advice they need to make better decisions about their money.

While we never stop working to find new, innovative ways to solve customer problems, we also know that the work of powering prosperity goes beyond our products. To truly deliver on our mission of powering prosperity, we must also look for other ways to live our values and help the communities around us overcome the challenges they face. We must make investments of both our time and resources to meet the challenges of today as well as setting up these communities for future success.

We believe this work starts with a fundamental commitment to diversity, equity and inclusion (DEI). Diversity is a fact, but inclusion and equity are choices we make – and we believe choosing to embrace

and embed DEI into how we operate is critical to driving innovation and growth in the future. This year we revised our approach to advancing DEI, inside and outside of the company, and publicly detailed how we will hold ourselves accountable. I am proud of the progress we made as we continue to drive systemic and durable change to help build a more equitable and inclusive world.

This report highlights how our mission of powering prosperity inspires our corporate responsibility efforts. In addition to our commitment to DEI, we have declared three key priorities: job creation, job readiness and having a positive impact on climate. We also continue to champion public policies that create more equitable and inclusive economies and empower consumers and small businesses. As you

will see, corporate responsibility is embedded throughout Intuit as an essential part of our unwavering commitment to our employees, customers, communities and shareholders.

We are proud of the work described in this report. We also know there is still a long way to go. The challenges will continue and real progress will take time. Yet I remain optimistic of what we can accomplish together. We look forward to sharing more information as we continue to hold ourselves, and others, accountable. Guided by our mission to power prosperity, and our values, we are excited to face the challenges of our time and play our part in building a better future.



Sasan Goodarzi
CEO

Our Commitment to Diversity, Equity and Inclusion

09 FY 2021 Strategic Evolution

11 For Employees, Customers and Communities

Marett, ranch manager
and QuickBooks customer



Our Commitment to Diversity, Equity and Inclusion

Our commitment to diversity, equity and inclusion (DEI) is foundational to our culture and explicit in our values as we create an environment where employees can do the best work of their lives. Our value of “Stronger Together” emphasizes the importance of diverse voices to deliver awesome results for our customers and fulfill our mission of powering prosperity for all.

Diverse perspectives, backgrounds and opinions help us grow and innovate, making DEI critical to the success of our business. Diverse companies have [nearly 20 percent](#) higher revenue coming from innovation, are [45 percent](#) more likely to improve their market share and are [70 percent](#) more likely to capture a new market. The more diverse we are, the better we can reflect our approximately 100 million customers, build empathy and create products and services that solve their unique problems. From employee representation, to ensuring our products are fair and inclusive, to our impact on the communities around us, DEI is a business imperative and fundamental to our corporate responsibility strategy.

We have invested in programs and initiatives to foster DEI within our company. We declared True North Goals related to employee representation focused on increasing the percentage of women in technology roles as well as the percentage of our total workforce composed of underrepresented minorities. We set a goal to increase representation of women in technology roles at Intuit to 37 percent globally by FY 2024. We also set a goal to increase representation of underrepresented minorities, those who identify as Black/African American, Hispanic/Latinx and Native American, Native Alaskan and Native Hawaiian, to 18 percent of our U.S.-based workforce by FY 2024.

“Tackling deep-rooted, systemic challenges in our society has to occur within companies’ own walls. Diversity, equity and inclusion must be embedded in the company and addressed as a high-priority business imperative. Real progress will not happen if it is just a mindset or a grassroots effort.”

Sheldon Cummings

Chief Diversity, Equity and Inclusion Officer

Diverse Companies

20%

Increased
revenue coming
from innovation

45%

More likely to
improve their
market share

70%

More likely
to capture a
new market

FY 2021 Strategic Evolution

Over the last year, DEI has become even more important given the extraordinary challenges we've been facing, from public displays of systemic racism to the inequalities exacerbated by the global pandemic. While DEI has been a fundamental piece of our business since our founding, these current events have accelerated our efforts to ensure we're delivering on our commitment to diversity. We've established new leadership roles and resources, created new listening forums and invested in building new capabilities – all in service of supporting our employees, customers and communities.

New Leadership and Resources

In January 2021, we appointed Sheldon Cummings, a commercial executive at Intuit, to the role of Chief Diversity, Equity and Inclusion Officer (CDEIO). For the first time, we incorporated equity as an explicit priority for our DEI work and restructured the DEI team to include cross-functional expertise that better reflects the work ahead. On our Board of Directors, we increased gender and ethnic diversity, as well as broadened the expertise, with the addition of [Tekedra Mawakana](#), Co-CEO of Waymo and a recognized leader in public policy related to commerce and advanced applications of artificial intelligence and machine learning.

We also evolved our Racial Equity Advancement Leadership (REAL) Team, which was created in 2020 to understand the nuance of the Black

employee experience and provide meaningful counsel to our DEI strategy. We then expanded the team to include Hispanic/Latinx, Native American, Native Alaskan, Native Hawaiian and Asian employees to ensure the voices of underrepresented employees across the company are heard. The team will continue to influence our DEI direction and efforts going forward and inspire accretive change.

New Listening Forums

DEI work begins with listening. This year we held a number of forums that created dedicated space to listen to one another, build empathy and expand our capabilities:

- We introduced the first company-wide DEI survey to build a baseline understanding of our employee experience. The responses reflected how our employees identify themselves, shed light on the employee experience across different demographics, and identified the company's strengths and areas of opportunity.
- Intuit's Pride Network and CDEIO, in partnership with [The GenderCool Project](#), hosted its second Transgender Summit on Transgender Day of Visibility, attended by more than 500 employees, partners and external audiences. The summit fostered allyship and a sense of belonging for those who identify as transgender or non-binary, parents of transgender and non-binary children and their family members.

- In the midst of increased violence against Asian Americans, Intuit's CDEIO hosted a fireside chat attended by 210 members of the [Asia Pacific Network employee resource group](#) (ERG) and broader Intuit community to share their experiences and build community. The DEI team also hosted subsequent Anti-Asian Racism Empathy Sessions to support teams by building empathy and visibility among allies and peers, as well as provide resources for employees in crisis.
- We kept our employees informed on our progress and learnings through key touch points including the first DEI Town Hall, hosted by CEO, Sasan Goodarzi; Chief People & Places Officer, Laura Fennell; and CDEIO, Sheldon Cummings. The Town Hall was attended live by more than 3,600 employees globally and attracted more than 1,200 visits to our DEI resource pages.

New Capabilities

We also invested in building manager capability to help them engage with their employees on these important topics. Through training, online resources and tools, managers are learning how to create space for difficult and meaningful conversations that foster a diverse and inclusive environment.

“It was the most emotional conversation I will have at work in a year, and you [the DEI team] do it regularly to create the spaces for teams to explore and feel. I am thrilled I get to work for a company that prioritizes these conversations and emphasizes the importance of being an ally.”

Lina Reeth

Group Manager for Intuit Brand Strategy,
attendee of an Anti-Asian Racism Empathy Session



Members of the Intuit Asia Pacific Network representing support and allyship for the community

DEI Strategy: For Employees, Customers and Communities

Our comprehensive and company-wide DEI strategy strongly aligns with our True North Goals by focusing on three key stakeholder groups: employees, customers and communities. We all have a role to play in creating a more equitable and inclusive world, and look forward to building on the momentum we created in FY 2021 with our stakeholders at the center.

Employees

Representation Across All Levels of Intuit

Representation is a key step in creating an inclusive and equitable environment where all employees can do the best work of their lives. While we have made progress in improving representation in our workforce, we must do more. Without representation, we cannot deliver for customers and achieve our mission. In FY 2021, we met our goal for the representation of women in technology, reaching 30 percent of our technology organization. We saw positive momentum in our strategy, but trailed slightly behind our target of 13 percent representation of underrepresented minorities in our U.S. workforce.

Employees at an Intuit office



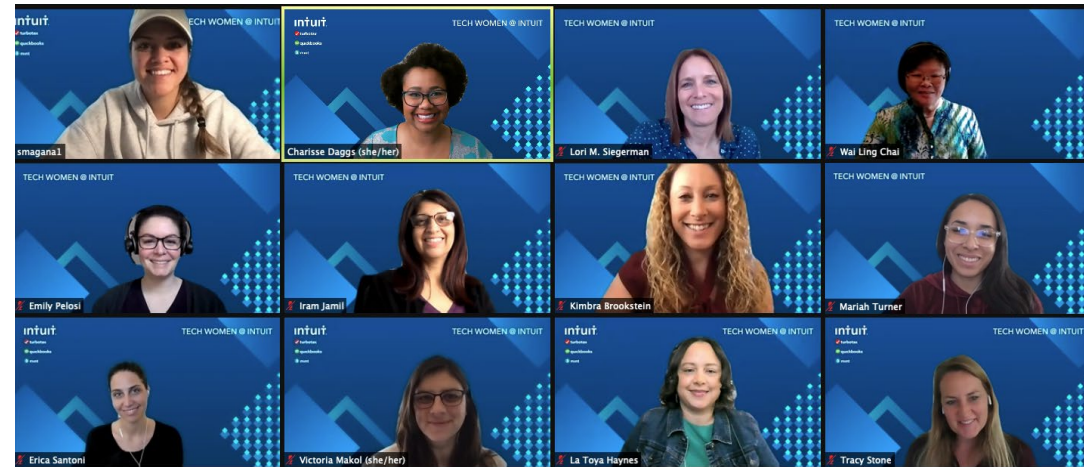
Empowering Women in Technology

We are proud of the continued progress we made in increasing the representation of women in technology roles at Intuit by two percentage points in FY 2021. This is due in large part to the supportive structure we've cultivated through [Tech Women @ Intuit](#). It is a strategic initiative that offers women in technology programs to support their success throughout their career lifecycle, from just starting out to excelling in their craft.

- [Intuit Again](#) is our returnship program for technologists in India and the U.S. who took an extended leave from the workforce for caregiving purposes and return with a supportive on-ramp. To date, Intuit Again has reached more than 80 individuals with a global conversion rate to full-time roles of 68 percent, which in turn have an average retention rate of 82 percent.
- We provide growth and development opportunities through mentorship and coaching internally as well as through partnerships with external organizations, including [AnitaB.org](#), which seeks to support women in technical fields.
- We partner with [Girls Who Code](#) through a summer program to increase the number of girls interested in technology at an early age, ensuring female representation continues to grow within the industry.

#8 *Forbes' Best Employers for Women in the U.S.*
Read more →

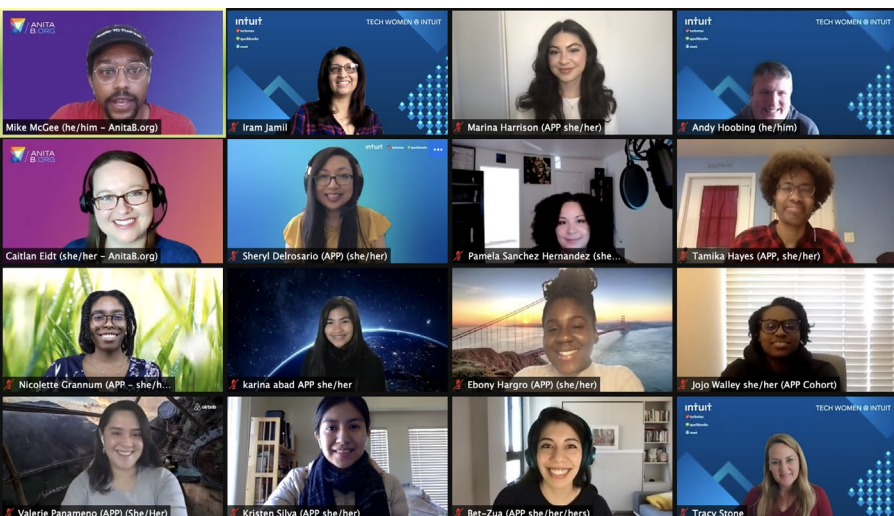
30% Intuit's goal of representation of women in technology reached in FY 2021



Tech Women @ Intuit virtual event

Software Development Apprenticeship

Intuit launched a six-month [software development apprenticeship program](#), the Apprenticeship Pathway Program. In partnership with [AnitaB.org](#) and [Treehouse](#), an online coding learning platform, the program increases the representation of historically excluded individuals in technology. The pilot cohort of 11 apprentices new to software development was comprised of women, 82 percent of whom identify as members of an underrepresented minority group. In June 2021, 100 percent of apprentices passed the three-month coursework phase of the program. They then trained alongside Intuit technologists where, in addition to working on critical company programs, they were supported and mentored by a team of technologists, leaders and peers. Upon program completion, participants were evaluated for conversion to full-time roles at Intuit.



Apprenticeship Pathway Program
program staff and apprentices

"Intuit is leading by example and is at the forefront of driving real change across the tech industry today. Through the apprenticeship program that we established in partnership with both Intuit and Treehouse, we are working to increase representation of historically excluded individuals in tech. Together, we are doing the hard work and going the extra mile to get to know candidates by providing them with the tools and support that they need to succeed."

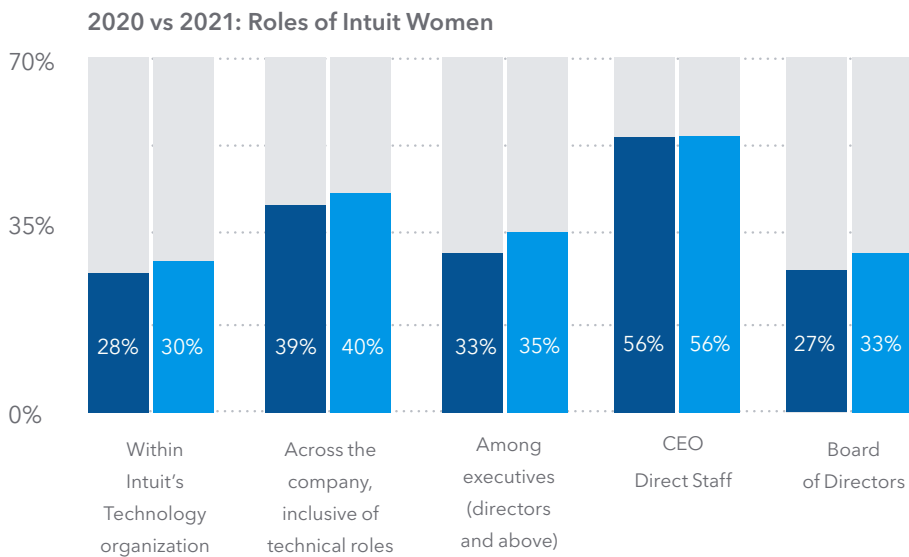
Brenda Darden Wilkerson
President and CEO, AnitaB.org

"I'm developing the technical skills and capabilities to be a full stack developer, including new programming languages: Javascript, Typescript and React. I've also gained experience program solving with my team, collaborating with other teams, and, with mentorship and coaching, I feel supported and able to be successful as I make this career transition."

Ebony Hargro
Intuit Apprentice

Millions of women left the workforce due to the pandemic over the last year. To attract and retain more women, we invested in initiatives that have resulted in greater representation of women overall at Intuit, within our Technology organization and at the leadership level.

The Impact: Gender Representation in FY 2021^{1,2}



1. Representation metrics are not inclusive of Credit Karma employees.

2. Our technology organization includes roles across five disciplines: Product Development, Data, Design, Technical Program Management and Information Technology.



Employees at an Intuit office

Equity for Underrepresented Minority Talent

While we dedicated resources to increase representation of underrepresented minorities at all levels, we acknowledge that we did not meet our annual target and have more work to do. In partnership with the REAL Team, our Talent Acquisition Team, people managers and with input from our 13 ERGs, we are reexamining our hiring, retention, promotion and pay policies and practices to continue to attract talent from these underrepresented minority groups and foster more positive employee experiences once they are part of the Intuit family. This work is well underway.

- The company added racial equity training to our existing diversity training and engaged more than 600 senior leaders and employees in key cross-functional organizations in the first year. We plan to roll out the training company-wide in the first half of FY 2022.
- Intuit's African Ancestry Network hosted a four-part Black Resilience Workshop Series that covered topics such as common language for racial equity, structures of privilege, anti-Blackness at work, building skills for resiliency, and strategies for managing up and owning the performance review process. Each session was attended by nearly 60 Black employees across the U.S., Canada and the U.K.
- Juneteenth was observed as a company holiday for the first time in 2020 and was added to our list of annual company holidays in 2021.
- We built an Anti-Racism Employee Resource Center to drive awareness and allyship around anti-racist principles, which will be updated periodically to help guide all employees in their racial equity journey.
- Our teams have conducted more than 60 "stay interviews" with 20 percent of our Black employees to understand what keeps our employees engaged, feeling supported in their roles and thriving in their careers.
- We supported managers by creating a guide to having difficult, yet important, conversations about topics like race in the workplace.



Members of the African Ancestry Network in Reno during a Black History Month virtual event

"The Black Resilience Workshop Series really provided a safe space for Black employees to be vulnerable and process some of our experiences. For once, it felt like the experiences that we've been living with for a long time were being brought to light, and it finally felt okay for us to speak on these experiences without being shamed for playing 'the race card.'"

Shaquita Hill

Payments Risk Operations Team Lead, attendee of the Black Resilience Workshop Series

Action Toward Equity

The evolved DEI strategy encompasses engagement across the organization, while remaining diligent to meet our True North Goals for women in technology and underrepresented minorities. This year, we introduced an approach with three levers to make durable progress.

Diversity Recruiting and Representation

To make meaningful strides in representation, we're widening the aperture for recruiting to ensure we're employing diverse talent across every level of the organization. We've expanded our external talent acquisition network to include more than 40 universities and student organizations, key annual conferences, partner associations and more to gain access to top underrepresented minority talent for all functions and levels of roles. We are also looking closely at our interview process to increase the diversity of our hiring panels and the use of written rubrics to ensure a fair and consistent experience for candidates.

Equity Learning and Development

We're engaging employees throughout the company to listen, learn and build capabilities that will enhance the employee experience and create an inclusive working environment. While our "Belonging" score exceeds industry standards, we are focused on continuous improvement and have identified areas of opportunity through our DEI survey, including creating more opportunities for employees to freely speak their minds. This year, we created safe spaces and forums to foster discussion and build empathy, in addition to training our leaders on building a safe environment and equipping employees and managers with tools to use day to day.

Equitable Talent Practices and Policies

We have a team dedicated to ensuring all of our employees have an equal opportunity to thrive in their careers. From looking at the performance and pay data across employee groups and levels, to

sponsoring underrepresented talent and offering specialized training, we invest in creating equitable opportunities.

Pay equity is fundamental to our DEI strategy. Without a sustained focus on pay equity, women and underrepresented groups in our society would have to play catch-up on income and the gap would widen. We perform an ongoing pay equity analysis, conducted twice a year by an independent outside company. Specifically, we review all job codes in which we have a sufficient number of employees for analysis, and those employees have the same or similar job duties and compensation mix. We compare base pay by gender and ethnicity, while factoring in location and time spent in the role, and make adjustments when there are unexplained statistical differences. As of August 1, 2021, none of those job codes had statistically significant differences between employees of different gender or ethnicity. For more information, please see page 53 for details.

Intuit's Employee Resource Groups

Nearly 25 percent of Intuit's employees globally participate in ERGs to drive high-impact programs, contribute to our DEI strategy and create an inclusive culture. These ERGs create community among those who identify as a specific demographic and/or their allies. They play an important role in building awareness of cultural diversity, identifying unconscious biases and initiating important conversations to drive meaningful change.

Our ERGs played a leading role in creating key opportunities to cultivate an inclusive environment. From hosting the Asia Pacific Network fireside chat and the second annual Trans Summit, to participating in recruiting efforts and the interview process while encouraging continued dialogue among managers and colleagues, these groups are critical to our strategy.

This year, employees also launched the 13th ERG, the [Indigenous Peoples Network](#), to create a space for community among Indigenous employees and allies. The network has more than 100 inaugural members and continues to grow.



Intuit Asia Pacific Network's
Lunar New Year virtual event

Customers

Equitable Products and Services

With a strong commitment to ensuring our products are fair and inclusive, employees across Intuit are working together to create equity across the company. This spans from our products and services to our marketing and communications activities, where we've created principles to ensure the diversity of our content reflects our unique customers.

Over the past year, Intuit's [Accessibility](#) and Inclusive Design team transformed how we build products, support customers and develop an inclusive workplace. Intuit's Accessibility Champion program, which builds accessibility knowledge and disability etiquette capabilities within a cross-functional group of volunteer employees, grew to include more than 1,000 champions and 24 product leaders. They continued the important work of embedding accessibility into our design requirements and code reviews, driving more than 550 product improvements in FY 2021. These champions also shared their knowledge externally, teaching workshops, providing expertise at events and volunteering with nearly 40 organizations to give back to communities with their accessibility knowledge.

Prompted by the need to ensure our products do not include or perpetuate societal bias, Intuit's Content Systems Team, cross-functional content design teams and members of our REAL Team came together to develop a set of anti-discriminatory and anti-racist language guidelines and principles to apply across our platform. The team worked to identify, eliminate and replace widely used words and terms used internally and externally that have the ability to inflict harm. By driving adoption and inspiring engineering and product leaders to prioritize language updates, nearly 800 product and content changes have been made to date. These changes include renaming the QuickBooks Live customer setup feature from "white glove" to the more accurate and inclusive alternative, "expert setup," and updating instances of "master admin" to "primary admin" across QuickBooks Online. To advocate for further, systemic change, the team created a public content [webpage](#) to outline the steps our content teams are taking today for others to adopt.



Eric, QuickBooks customer and owner of Mee & Greet and Humble Potato

"Diversity, equity and inclusion is a part of our DNA, and we will work to make sure we're able to eliminate racist language wherever it exists in our ecosystem."

La Toya Haynes

Director of Racial Equity³

3. "How Intuit is reinventing HR to make tech and finance more equitable for all," [Fast Company](#), April 22, 2021

Communities

Community Support Where It Matters Most

Beyond our employees and customers, we have a responsibility to advocate for inclusive communities to truly power prosperity for all regardless of gender, race, religion or other characteristics. We're committed to using our voice and resources as a company to support the social issues that are aligned with our values, as well as areas where we can positively impact the lives of our employees.

Intuit became a founding corporate partner of the [Congressional Award Foundation's](#) (CAF) Diversity & Inclusion Initiative, resulting in an online [Financial Literacy Program](#) to support promoting financial health for students of diverse economic and social backgrounds. The program helps young people take ownership of their financial futures through education, real-life applications and giving back to their community by volunteering. The online program launched with a webinar with more than 900 student attendees and featured speakers from Congress, the [National Collegiate Athletic Association](#) (NCAA) and Intuit. To date, more than

1,800 young people, ages 13-23, have enrolled in the program.

We took a stand on multiple societal issues in FY 2021, including signing the [Business Statement Opposing Anti-LGBTQ State Legislation](#) and contributing to [Stop AAPI Hate](#) in response to increased violence against Asian Americans. Additionally, our CEO joined more than 90 CEOs to sign a letter in support for finding a path to citizenship for Dreamers as part of the [Coalition for the American Dream](#).

There are many important steps we've taken this year to identify and address inequities that can impact our employees, customers and communities. We recognize that lasting change comes through long-term commitment and consistency. We are committed to building on the progress to date by leaning into our values and powering prosperity for all.

"I have been so impressed by the Intuit team, and I believe the Financial Literacy Program is meaningful and works to address our goal of social and economic mobility for students in underserved communities. The ability to co-create a significant curriculum that is measurable and attainable for these students has been so rewarding."

Erica Heyse

National Director, Congressional Award Foundation

Empowering Prosperity Today

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Charome, QuickBooks customer and owner of On The Mark Media



Empowering Prosperity Today

Today, the customers and communities we serve face a myriad of challenges. In communities all across the world, people worry about the financial challenges they face and what it means for them, their families and the people that depend on them. These challenges have only been exacerbated by a global pandemic that has fundamentally shifted the way we work and live.

The challenges are clear and the time to act is now. That's why Intuit is committed to taking action to make a difference today. We are actively utilizing our products, services, unique expertise and scale to have a positive impact on our employees, customers and communities today.

Great Place to Work 2021

#2 Canada, France,
United Kingdom

#3 India

#11 United States of America

[Read more →](#)

Employee at Semolina Pasta,
a QuickBooks customer



Support for the Intuit Workforce During the Pandemic

Employees

Intuit prioritized protecting our employees and extended workforce and slowing the spread of COVID-19 as the virus continued to impact the world. With continued remote working, Intuit added a number of temporary benefits to ease this transition and create a safe and inclusive working environment beginning in March 2020. After our initial response outlined in the FY 2020 report, and as it became clear this new way of working would last longer than expected, we continued to reevaluate our benefits to ensure employees and our extended workforce received the support they needed.

We refreshed our time-off policy to grant employees a full two weeks of supplemental sick days, through December 2021. We introduced the first Recharge Days, pausing work and giving employees paid time off for an extended time in November and December 2020 and July 2021. This coordinated, company-wide time off allowed employees to unplug from work, rest and recharge.

Throughout the year, we expanded resources to support employee mental well-being, including monthly newsletters, mindfulness tools, trainings and webinars, and guidance on creating flexible work schedules. We also supported their ability to do their best work from their homes by providing equipment and home office supplies.

In addition, we assisted our extended workforce, including our janitorial staff, cafe workers, bus drivers, security guards and more, through continued pay to our partners throughout the course of the pandemic.



Employees at an Intuit office

"I want to express how enormously grateful I am for Intuit's continued recognition of the ongoing challenges of COVID's impact. The Recharge Days are such an amazing expression of how deeply you care about employees."

Employee feedback received during the June 2021 Intuit Town Hall

Our Response to India's Pandemic Crisis

At each of our offices globally, Intuit offered flexibility and timely support throughout the year. However, the resurgence of COVID-19 in India in Spring 2021 required an intentional and innovative response to further support employees experiencing unprecedented challenges. As many of our employees and their dependents did not have access to vaccines, we partnered with [Columbia Asia Hospital](#) and [Parkmed Clinic](#) to open a vaccination center at our office in Bangalore, India. In addition to covering vaccines for our employees and their dependents, Intuit extended vaccine access to interns located in Bangalore, as well as front-line essential workers and contingent workers employed by our service partners. Employees and their dependents who were already vaccinated or unable to participate in the sponsored event received reimbursement for vaccine costs.

We also made a donation to [GiveIndia](#), a nonprofit organization helping non-government healthcare organizations to create COVID care centers, fill gaps in oxygen supply and provide personal protective equipment to health workers. We offered a 2:1 match for any employee donations to GiveIndia and [Happiness Kit](#). As COVID-19 continues to be a global health issue, we are dedicated to providing support to all of our employees in the months ahead.

Vaccination center at an Intuit office,
Bangalore, India



Remote Career Possibilities for Underserved Communities

One of the biggest challenges facing our millions of customers around the globe is having confidence in the financial decisions they make. Intuit is solving this problem with our worldwide network of experts who provide one-on-one support for customers and help them make decisions with complete confidence. This growing network of remote experts and support teams, employed both by Intuit and trusted partners, is a key way we deliver on our mission of powering prosperity while also creating new career possibilities in underserved communities.

As we continued to grow this network in FY 2021, we leaned into the historic success we found in a remote model where talent could live and work from their homes or whatever location best fit their unique needs and circumstances. We ramped up our efforts to build a dispersed expert network and invested \$32 million in labor income to create remote jobs in underserved communities. The evolution to reach more individuals in underserved communities through these jobs was inspired by the successful career development programs at our Prosperity Hubs, communities suffering from economic disparity where we have created a concentrated number of jobs and economic impact across eight sites (see page 29). Our expert network is expansive, and within the network we've created 4,260 seasonal and year-round remote jobs that touch more than 900 underserved communities globally. These roles contribute to our overall FY 2024 goal of creating jobs for 10,000 individuals in underserved communities, including those located in Prosperity Hub communities.



Innovative Solutions for our Customers

Since the founding of the company, we've always put customers at the center of everything we do. Our customers have a universal set of needs. They're trying to make ends meet, get out of debt and save money. We're working to develop innovative solutions to help our customers meet these challenges, as well as respond to unexpected hardship and address inequalities.

The pandemic triggered an economic shock that destabilized consumers and small businesses around the world, creating an urgent situation for many. We acted with speed and urgency to develop [Intuit Aid Assist](#) in FY 2020 and continued to update and evolve the tool throughout FY 2021. Built using our platform technology and artificial intelligence (AI), this innovative, free tool allowed anyone in the U.S. to cut through the maze of requirements and quickly understand their eligibility for federal small business funding.

In Canada, we launched the [Intuit Prosperity Accelerator](#) program, in partnership with [Highline Beta](#), to support startups focused on solving the financial challenges facing Canadian consumers and small businesses. The six-month program paired eight participating startups with Intuit Innovation Catalysts, dedicated coaches and experts in Intuit's design thinking process, Design for Delight, to execute focused pilots. The program helped the companies better understand their customers, enhance their product offerings and expand their reach. Of the startups that participated in the program, 75 percent have gone on to accelerate growth by closing funding rounds and partnerships. Following the success of the inaugural year, we launched the [Intuit Prosperity Accelerator: AI](#) to leverage the power of AI to advance prosperity across North America.



Increased Access to Create Opportunity for Small Business

Intuit QuickBooks is a global platform of interconnected financial tools that serves as a source of truth for more than 7 million small business and self-employed customers globally. Since 2017, [QuickBooks Capital](#) has made it easier for disadvantaged small businesses in the U.S. to obtain funding by automating much of the process to access loans. Many of the customers served by QuickBooks Capital do not qualify for a loan elsewhere. The program's sophisticated analysis and machine learning are able to assess a business's health and credit worthiness in a way that gives us an advantage over the traditional processes employed by banks and other lenders. Throughout FY 2021, refinements to the risk models enabled the company to expand eligibility to more than 1.3 million small businesses, and those who applied through QuickBooks Capital experienced a three-time increase in approval rates.

Additionally, during the pandemic, eligible QuickBooks customers in the U.S. were able to apply for the [Paycheck Protection Program \(PPP\)](#) loans through QuickBooks Capital. To date, QuickBooks Capital has helped facilitate \$1.5 billion in Small Business Administration-approved PPP loans, helping more than 40,000 of our small business customers, and keeping thousands of employees on payroll.

"I was always very shocked to see that finding money was really difficult when you were bringing money in."

Dana Donofree

Founder of Anaono and QuickBooks customer, attendee of [QuickBooks Town Hall: Accessing capital, grants, and affordable loans](#)



Zachary, QuickBooks Online and Credit Karma customer

Connect Customers to Services at Tax Time

Tax preparation is a critical part of our mission to serve the complete financial health of individuals and their families and power their prosperity. We extend our commitment to financial empowerment at tax time through tools we develop pro-bono for the government and through our [Tax Time Allies](#) campaign presented by the [Intuit Financial Freedom Foundation](#). For example, at the request of the [U.S. Internal Revenue Service](#) (IRS), we developed the non-filer sign-up tool to help families with the lowest income levels register for monthly [Child Tax Credit](#) payments, which began on July 15, 2021. Developed in partnership with the IRS and delivered through the [Free File Alliance](#), this tool provides a free and easy way for eligible individuals and families who don't meet the tax-filing threshold and aren't required to prepare a full tax return to register their essential information with the IRS. Taxpayers are able to file a minimal return to provide the IRS the required information needed to determine and issue their Advance Child Tax Credit payments for up to \$300 a month per eligible child. This tool also allows families to register for [Economic Impact Payments](#) (commonly known as stimulus checks) and claim the [Recovery Rebate Credit](#) for any missed payments.

Also in tax year 2020, for the fourth year in a row, the Foundation's [Tax Time Allies](#) campaign invested in Facebook posts, as well as search and web banner ads to help eligible filers find and use the [IRS Free File](#) program to prepare and file their returns at no cost. The campaign drove 2.7

million prospects to the IRS Free File web site and helped the program grow year-over-year. And, as the pandemic shuttered nonprofit community-based taxpayer assistance programs for a second tax season in a row, [Intuit Financial Freedom Foundation](#) worked closely with and provided funding to [Volunteer Income Tax Assistance programs \(VITA\)](#) in the U.S. and [Community Volunteer Income Tax Programs \(CVITP\)](#) in Canada to expand and strengthen how they delivered virtual online services to the public. Intuit employees in both countries volunteered to assist taxpayers with these online programs inspired by our We Care and Give Back value.

We have delivered nearly 100 million free tax filings over the past eight years – more free tax filings than all other online tax preparation software providers combined. Nearly 90 percent of those free tax filings were through our commercial free tax preparation offering, TurboTax Free Edition, making it the nation's most widely used free tax preparation method. In July 2021, we announced plans not to renew our participation in the IRS Free File program. Free offerings will still remain an important part of the company's tax strategy, and we can provide more financial benefits and empower Americans of all income levels to take control of their finances at a time they need it most.

Zan and Tanja, Mint and TurboTax customers



Communities

Support Communities in Crisis

Intuit is committed to supporting the communities where we work and live when faced with unexpected crises. Environmental disasters struck communities across the U.S., resulting in uncertainty and hardship for many. In FY 2021, we provided direct donations, as well as We Care and Give Back employee donation matching campaigns, to the [American Red Cross](#). Through these donations, we provided support to communities across the nation facing extreme environmental events, including wildfires across the West Coast of the U.S., the severe winter weather in [Texas](#) and dangerous flooding in [Kentucky](#).

Intuit has donated and matched employee giving towards devastating wildfires across the West Coast



Job Creation to Spark Economic Prosperity

Economic inequality continues to rise, exacerbated by the global pandemic that shut down economies around the world and drove consumers in and out of lockdowns. Many communities were disproportionately impacted and faced increased unemployment, food insecurity and healthcare challenges. We launched our first Prosperity Hub in 2016, with a mission to promote economic prosperity through job creation in underserved communities. We remained committed to supporting our employees and the employees of our Prosperity Hub partners, Alorica, Concentrix, Sitel and SYKES, who were serving Intuit customers during this unprecedented crisis. We focused on preserving the jobs created in these communities to help foster economic stability when it was needed most.

In FY 2021, Intuit opened its eighth Prosperity Hub in Newcastle, United Kingdom (U.K.), expanding the program’s global impact. Today we have eight Prosperity Hubs globally: Bluefield, West Virginia; Hazard, Kentucky; Johnstown, Pennsylvania;

Lawton, Oklahoma; Morristown, Tennessee; and Wise, Virginia in the U.S., Corner Brook, Canada and Newcastle, U.K. We partner with each Prosperity Hub to increase the economic opportunities through concentrated job creation, resulting in an economic flywheel effect as opportunities throughout the communities grow. By the close of FY 2021, Intuit’s Prosperity Hubs created a total of 2,240 jobs across the eight communities, and we successfully preserved 100 percent of these jobs throughout the pandemic.

Intuit commissioned an economic study with Deloitte to assess the impact of the company’s investments in these communities. The study determined that Intuit’s investments have generated large societal returns in the form of hundreds of secondary jobs and approximately \$102 million of augmented local economic activity. At the end of FY 2021, for every \$1 we invested, these communities experienced as much as \$2.02 in positive economic impact through increased spend on local goods and services.

Goal: Create 10,000 jobs for people in underserved communities

The Impact (cumulative actuals)

Total Jobs Created ⁴		Economic Impact (per \$1 invested) ⁵
FY 2020		FY 2020
2,200	as much as	\$1.83
FY 2021		FY 2021
6,500	as much as	\$2.02
FY 2024 Goal		
10,000		

4. Includes remote jobs created (pg. 24) and jobs created in Prosperity Hub communities.

5. Economic impact does not include dispersed jobs. Source: Deloitte.



This program will continue to expand through the dispersed, remote workforce as we continue to drive job growth in underserved communities around the world. Today, the combined effort between the remote jobs in underserved communities and those created across these eight Prosperity Hubs totals 6,500 jobs, making substantial progress to create a total of 10,000 jobs by FY 2024. We're also looking at the additional expertise, scale and resources we can invest in these communities to accelerate prosperity and build resiliency. From continuing to create career pathways, to offering job readiness resources in local schools and small business support organizations, to connecting community members with sustainability solutions, there are many more ways we can support the long-term success of these communities.

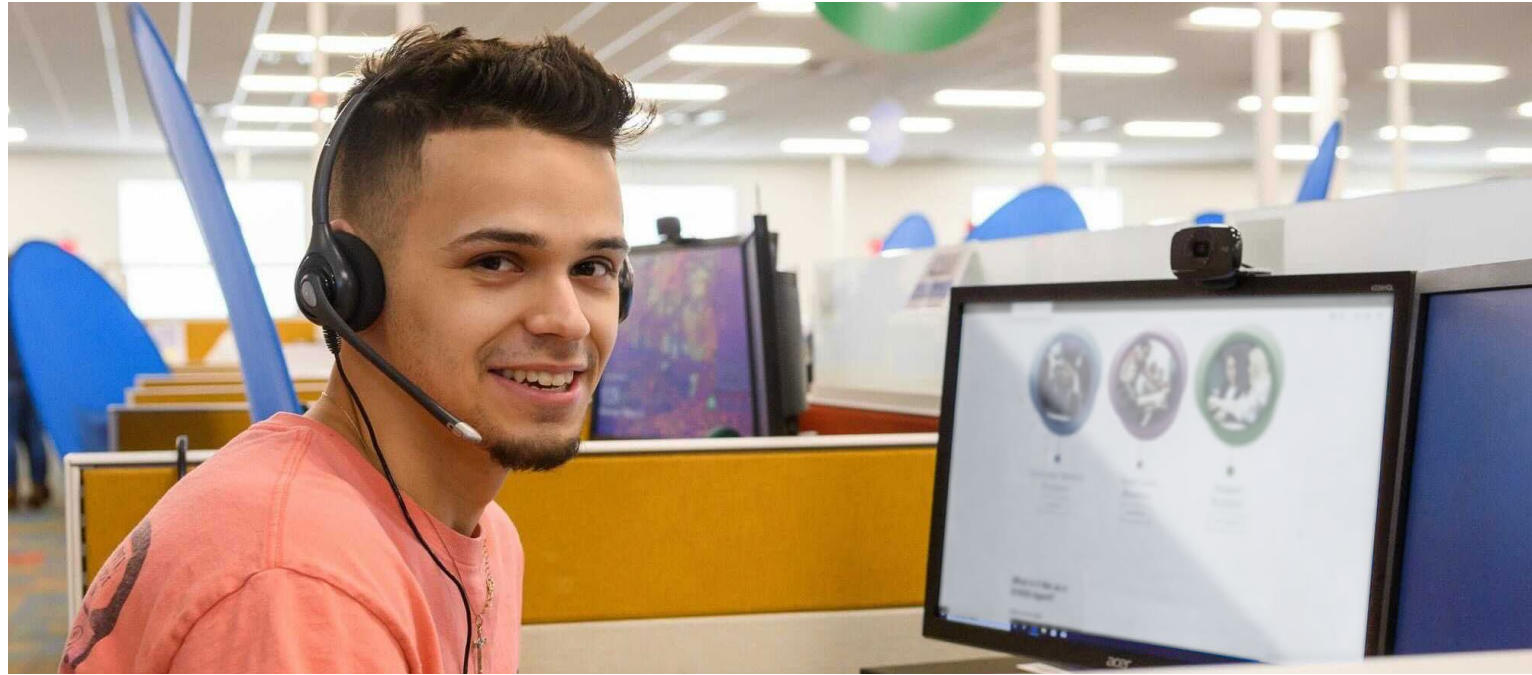


Prosperity Hub
Morristown, Tennessee

“I really feel that if it wasn’t for Intuit, all the opportunities I’ve had wouldn’t be there.”

Jordan Stapleton

Intuit Customer Success employee-partner in Morristown, Tennessee⁷



Jordan, in Morristown, Tennessee, a Prosperity Hub location

⁷ “Prosperity Hubs are Helping Build Resilience in Underserved Communities,” [New York Times](#), 2021

Investing in Communities for a Better Tomorrow

- 33 Job Readiness to Build Future Prosperity
- 36 Our Climate-Positive Commitment

Tradewater, a partner of Intuit, working globally to collect and destroy refrigerants, a major contributor to climate change



Investing in Communities for a Better Tomorrow

The challenges we are working to address will not be solved overnight. Real progress will take time and a continued commitment to driving change. Progress is a journey not a destination – and we are committed to doing all in our power to support those that follow us. That’s why we are making investments today to help build a better future for our employees, customers and the communities we serve.

Job Readiness to Build Economic Prosperity

Students living in underserved communities have limited access to educational programs and resources that prepare them for the job market of the future and contribute to their financial success. According to the [Association of American Colleges and Universities](#), approximately 70 percent of employers in 2015 indicated recent graduates don’t have the durable skills required to be job ready

– including complex problem solving, critical thinking, communication and collaboration. Intuit is committed to leveling the playing field so that everyone has the opportunity to prosper. We are laying the groundwork to better prepare people for the job market by bringing real-world tools into classrooms to help students develop personal finance and entrepreneurial skills. We offer direct and partner-driven programs, like Design for Delight (D4D), a design thinking curriculum, personal finance simulations, entrepreneurship challenges and educator training to teach and assess the skills students need to build a successful career. Intuit is using its unique resources and assets to prepare people for jobs through the development of critical thinking, communication, teamwork, leadership and personal finance skills. In FY 2021, Intuit supported more than 360,000 students and educators, building on the 150,000 prepared in FY 2020 and helping us reach our goal of 3.6 million people by 2024 through our job readiness programs.

**Goal: Prepare 3.6 million
individuals for jobs**

The Impact
(cumulative actuals)

People Better Prepared for Jobs

FY 2020

150,000

FY 2021

510,000

FY 2024 Goal

3,600,000

Investing in Educational Equity Through Prosperity Hub School Districts

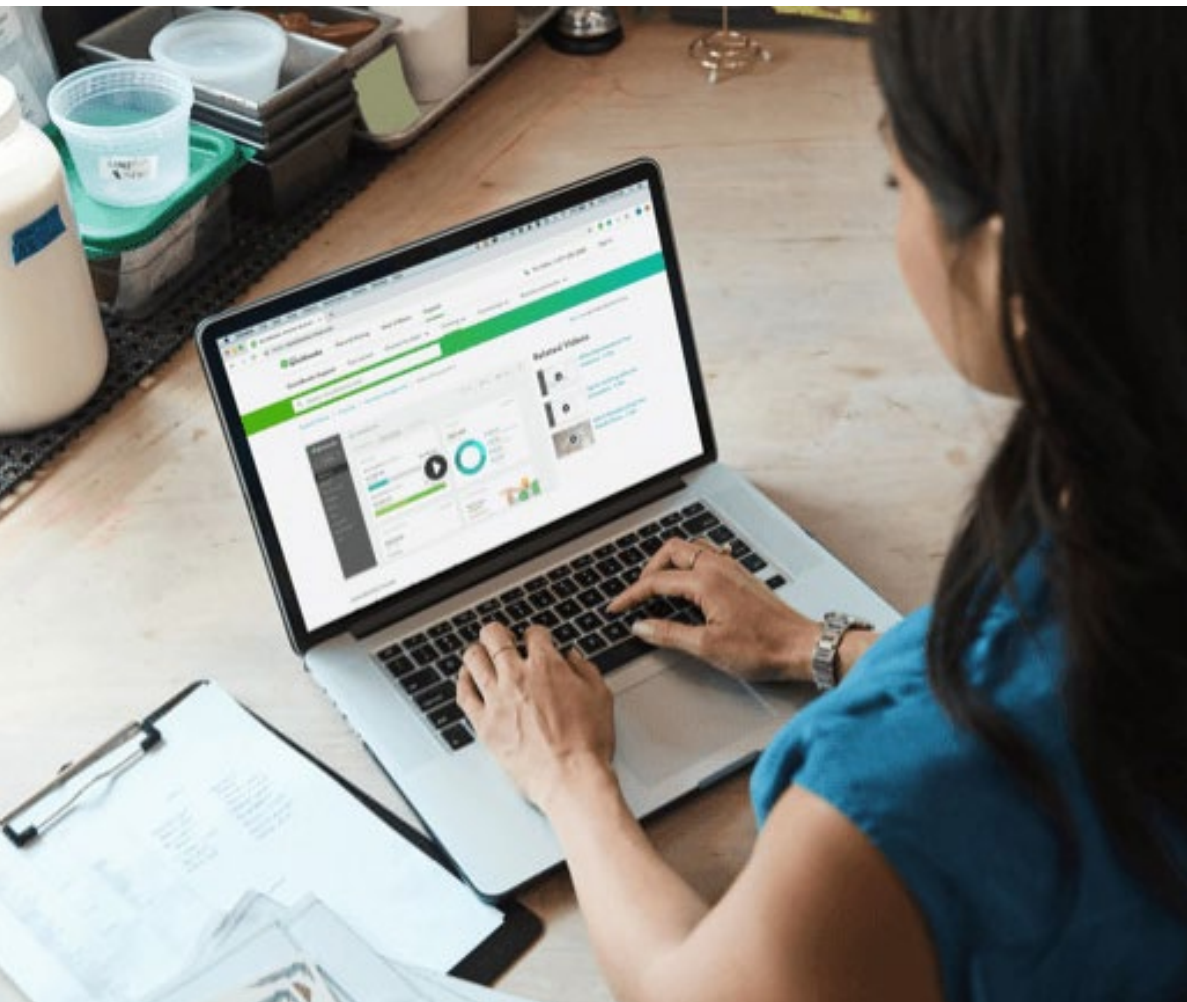
Today, 33 percent of children worldwide lack access to remote learning and 50 percent of low-income students in the U.S. do not have the devices they need for distance education. Intuit expanded its Prosperity Hub School District program in FY 2021 through the launch of our Digital Equity Initiative to address students' unequal access to technology and resources to support remote learning during the pandemic. The program now includes 21 school districts across nine countries with a combined enrollment of more than 1.6 million students. Each district was selected based on two key criteria: economic need and diversity of the student body. Nearly 80 percent of students in these districts identify as being underrepresented minorities. Through the Digital Equity Initiative, these districts received combined donations of \$1.1 million that have been used to purchase devices like laptops and hotspots, as well as hire additional teaching staff and IT management. The grants were also used to fund programs that support underrepresented minority students like the Centre for Black Student Excellence in the Toronto District School Board. Initial programming like the Social Entrepreneurship Challenge and Career Readiness Conference with San Diego Unified School District has led to promising results for the coming years including 74 percent of students feeling confident in using design thinking in the future.



“This is humbling and has never happened to us in our careers where an international company has reached out being eager to support us and assist us. When [Intuit] came around, you had so much to offer in the way of monetary support, design thinking, innovation and growing our team and bringing opportunities to our students.”

Amy Arcurio

Superintendent of Schools,
Greater Johnstown School District, Pennsylvania



Educational Partnerships to Highlight Real-World Tools

Only [one in 13 students](#) in underserved schools has access to personal finance curriculum in the U.S. Of those that do have access, the curriculum often found in many of today's schools lacks access to the latest real-world, financial tools available for informed personal finance decision making. Intuit partners with a number of finance and entrepreneurial educational organizations around the world to offer its real-world tools and help them prepare students in schools across the country for the future. Two examples contributing to the overall success of our job readiness programs include:

- Partnering with [Virtual Enterprises](#) on a year-long, in-classroom small business simulation program that provides entrepreneurship and personal finance education for students using real-world tools like QuickBooks and our design thinking curriculum. In FY 2021, we extended this partnership to include the full suite of our job readiness tools, including Mint and TurboTax. Throughout the 2020-2021 school year, more than 16,000 students used these tools as part of Virtual Enterprises.
- Using our design thinking curriculum, we partnered with [Future Business Leaders of America](#) (FBLA) to launch the DEI Challenge. More than 1,500 students across 18 FBLA chapters participated in the challenge and developed unique and innovative solutions to address and promote DEI in their communities using our D4D curriculum.

Our Climate-Positive Commitment

Our mission to power prosperity around the world includes [taking care of our planet](#). If our planet does not prosper, none of us can. We're moving toward solutions that help reverse the impact of climate change to take collective positive steps to mitigate the harm to our environment.

It's not enough to do less harm. We reached carbon neutrality first in 2015, and in FY 2020 we hit our goal of 100 percent renewable electricity for global operations, 10 years earlier than we had planned (see page 49 for more detail). We've now moved beyond minimizing harm toward maximizing our impact to be [climate-positive](#). By surpassing carbon neutral, we're ahead of our goals while helping others make progress. We're working outside of our own operational footprint and using our scale and resources to empower our employees, customers and communities to join us in our commitment. In FY 2020, we made a decade-long goal to reduce global carbon emissions by 2 million metric tonnes (MT) by 2030.

This is 50 times greater than our 2018 operational footprint and equal to removing 430,000 cars off the road for one year. We've already made significant progress. In just one year, we've exceeded our goal of 80,000 MT and removed an additional 105,000 MT of carbon from the atmosphere, above and beyond our operational footprint, by engaging our key stakeholders: employees, customers and communities.

Goal: Reduce carbon emissions by 50x our 2018 carbon footprint (2 million MT)

The Impact

(cumulative actuals)

Progress to 50x
Climate-Positive

FY 2021

2x+

FY 2024 Goal

15x

FY 2030 Goal

50x

Metric Tonnes
Reduced

FY 2021

105,000

FY 2024 Goal

600,000

FY 2030 Goal

2 million

Employees

Last year, Intuit ensured our employees were able to take advantage of climate-positive programs, adding sustainability-related expenses, including purchases like e-bikes, solar panels and more to its annual [Well-Being for Life Program](#), providing reimbursements up to \$1,000 for all related expenses. In July 2021, Intuit introduced a partner, [YellowTin](#), to help U.S.-based employees take the next step on their sustainability journey. YellowTin, a national CleanTech company, educates and empowers homeowners and renters to make informed decisions about switching to more cost-effective, electricity-based solutions.

Intuit employees can now calculate their at-home carbon footprint and receive recommended solutions to reduce it, ranging from purchasing an e-bike for their commute to installing solar panels to supply their home electricity. In FY 2022, this benefit will increase to \$1,300 for all employees to further invest in their well-being, in a manner that suits them best.





Customers

Small businesses traditionally do not have the resources to invest in climate-positive business solutions, but know they are critical for a sustainable future. According to a 2020 [Carbon Trust](#) survey, 68 percent of small and medium-sized enterprises do not have a policy for improving energy efficiency and cite a lack of time and money as a key barrier. As one of the leading companies for small business accounting, we're helping to connect our customer base and network to solutions they want, but don't have easy access to. As our first step to providing climate solutions directly to our customers, [Intuit partnered](#) with [Octopus Energy](#), the U.K.'s largest supplier of renewable energy, to help U.K. QuickBooks customers easily transition to clean energy for their businesses with solar, wind and water energy options. This partnership also extends to our U.K. employees to power their homes with sustainable energy.

At the close of FY 2021, we committed to helping [30,000 small businesses](#) in the UK make a commitment to take climate action ahead of the November 2021 [COP26](#) global conference on climate. Aligned with the U.K. government's [#TogetherForOurPlanet initiative](#), the [SME Climate Hub](#) and the United Nations [Race to Zero](#) campaign, we will leverage our platform to help our small business customers and non-customers make a measurable, positive impact on the environment, starting with a commitment to carbon reduction.

Communities

Intuit is identifying and serving as a catalyst for scalable climate solutions worldwide that can make accelerated progress toward reducing global carbon emissions. Through our partnership with global education nonprofit [Enactus](#), students around the world have been participating in the [Race for Climate Action](#) by solving problems in their local communities to reduce greenhouse gas (GHG) emissions and create a positive social impact. Approximately 3,000 students representing 23 countries developed climate projects to help their communities build resilience against climate change. Our D4D training is being used to ensure their climate solutions are built with empathy for the communities they serve. We've trained more than 150 students, and today, members of Intuit's sustainability team are serving as mentors to the five finalist groups. The 175 projects submitted to the Race in Fall 2020 have reduced global carbon emissions by a total of 25,000 MT as of July 2021. Together, these projects also resulted in the creation of more than 1,350 new jobs and 159 new small businesses in communities worldwide.

This year, Intuit became a founding member of [Project Drawdown's Drawdown Labs](#), a private sector testing ground for scaling bold climate solutions quickly, safely and equitably. Together with a dozen companies, we're working to move beyond having a "net zero" impact to scale climate solutions that support both reduction within and outside of our own operational footprints, including

working groups focused on topics like customer engagement in climate action.

In May 2021, Intuit partnered with [Tradewater](#), an international organization working to destroy refrigerants that have a large impact on the environment, to launch the [Catalytic Coalition](#), bringing together leading companies to build a strategy to reduce their use of refrigerants within their portfolios of buildings. This coalition's goal is to collect and destroy GHGs, permanently preventing their release into the atmosphere. At scale, the program can help offset carbon emissions for smaller businesses seeking to mitigate and reduce their emissions.

"The training process, [Design for Delight], was all about creating solutions to problems, which taught us we should observe what is going on around us and how [the problem] was designed. Everything is made by man, so it can always be converted into something better."

Srijan Agarwal

Enactus team from Netaji Subhas Institute of Technology in New Delhi, India

Project Vriddhi from Hans Raj College in India showcasing a biogas unit that reduces indoor air pollution



About This Report

This report has been produced using the Global Reporting Initiative (GRI) Standards. While many of the disclosures are in alignment with this framework at the Core level, this is a GRI-referenced report.

The Sustainability Accounting Standards Board (SASB) is dedicated to improving the effectiveness and comparability of corporate disclosure on environmental, social and governance (ESG) factors. The disclosures to follow reference the SASB Standards for the Consumer Finance as well as Software & IT Services sectors, and can be found in conjunction with the related GRI disclosures throughout this report.

Intuit reports against the GRI framework because it focuses on topics and issues that are material to our business and key stakeholders. We are also seeing increased demand from shareholders to report on how we are addressing various ESG risks, impacts and opportunities. We responded by choosing to report against SASB, a framework designed by the investment community to provide investors and analysts with access to critical ESG information that informs investment decisions.

General Disclosures

Organizational Profile

GRI 102-1

Name of the organization (Core)

GRI 102-2

Activities, brands, products, and services (Core)

GRI 102-3

Location of headquarters (Core)

GRI 102-4

Location of operations (Core)

GRI 102-5

Ownership and legal form (Core)

GRI 102-6

Markets served (Core)

Intuit is a global financial platform company with products including [TurboTax](#), [QuickBooks](#), [Mint](#), and [Credit Karma](#), designed to empower consumers, the self-employed and small businesses overcome their most important financial challenges. Intuit's platform and products help customers get more money with the least amount of work, while giving them complete confidence in every financial decision they make. The company's innovative ecosystem of financial management solutions serves approximately 100 million customers worldwide. Please visit the Intuit website for the latest news and in-depth information [about the company](#) and its brands and find Intuit on [social](#).

Primary brands, products and services:

QuickBooks, TurboTax, ProConnect, Mint and Credit Karma.

Headquarters:

Intuit Inc.
2700 Coast Avenue
Mountain View, California 94043

You may see all of Intuit's [facility locations](#) on the company website.

Founded in 1983, Intuit is publicly traded on the Nasdaq Global Select Market under the ticker "INTU" and its headquarters is in Mountain View, California. As of 07/31/2021, Intuit had approximately 13,500 employees in major offices in the United States, Canada, India, the United Kingdom, Israel and Australia.

GRI 102-7

Scale of the organization (Core)

Intuit Overview

	2018	2019	2020	2021
Revenue	\$6.0B	\$6.8B	\$7.7B	\$9.6B
Employees	8,900	9,400	10,600	13,500*

*as of July 31, 2021

Strategy

GRI 102-14

Statement from the senior decision maker (Core)

Please see the letter from Intuit's President and CEO on pages 5 and 6

MISSION	intuit. Powering Prosperity Around the World				
VALUES	Integrity Without Compromise Courage Customer Obsession Stronger Together We Care and Give Back				
2025 GOALS	Prosperity Double household savings rate and improve SMB success rate > 10 pts vs. industry		Reputation Best-in-class of Most Reputable Companies		Growth >200M customers, accelerating revenue growth
TRUE NORTH GOALS	Employees Empower the world’s top talent to do the best work of their lives	Customers Delight customers by solving the problems that matter most	Communities Make a difference in the communities we serve	Shareholders Drive long-term growth, increasing shareholder value	
STRATEGY	AI-Driven Expert Platform More Money. No Work. Complete Confidence.				
BIG BETS	Revolutionize speed to benefit	Connect people to experts	Unlock smart money decisions	Be the center of small business growth	Disrupt the small business mid-market
METRICS	Self Service: Reduce unnecessary data work; City map domains with self-service access Data and AI: Increase acquisition of most important customer data/docs; Grow AI-enabled tasks in ML, NLP, and KE Customer Benefit: Instrument top customer intents; Increase customer benefit for a set of experiences; Reduce time to insights; Increase number of experiments		Customers: TTL, QBL Retention: TTL, QBL PRS: TTL, QBL, Experts ARPC: TTL, QBL Revenue: TTL, QBL Efficiency: Decrease services variable margin, Increase Customer to Expert ratio TTL US/CA, and QBL		Customer: Omnichannel commerce Retention: Omnichannel commerce PRS: Omnichannel commerce ARPC: Omnichannel commerce Revenue: Omnichannel commerce Customers: QBO Advanced Retention: QBO Advanced PRS: QBO Advanced ARPC: QBO Advanced Revenue: QBO Advanced

Ethics & Integrity

GRI 102-16

Values, principles, standards, and norms of behavior (Core)

We are a purpose-driven company and our values define who we are as a company. They are our true north and the reason why we show up to work every single day to do incredible things for our customers.

- **Integrity Without Compromise:** We speak the truth and assume best intent. We value trust above all else and we do the right thing, even when no one is looking.
- **Courage:** We are bold and fearless in how we think and act. We relentlessly hold a high bar for performance. We value speed, a bias for learning and action.
- **Customer Obsession:** We fall in love with our customers' problems. We deliver unrivaled customer benefits to power their prosperity. We sweat every detail of the experience to deliver excellence.
- **Stronger Together:** We champion diversity, inclusion, and a respectful environment. We thrive on diverse voices to challenge and inform decisions. We deliver exceptional results so others can count on us.
- **We Care and Give Back:** We are stewards of the future. We strengthen the communities around us. We strive to give everyone the opportunity to prosper.

Intuit employees are expected to act with integrity, follow the law and Intuit's policies, ask for help, and report concerns. Everyone at Intuit is also expected to use good judgment and be open, honest and transparent in all they do for the company. Intuit has a [Code of Conduct & Ethics](#), applicable to all employees. In addition, Intuit has a separate [Code of Ethics](#) that applies to all of its Board of Directors (Board) members. The Audit and Risk Committee of the Board has oversight responsibility for Intuit's ethics and compliance programs, including the Code of Conduct & Ethics and the Board Code of Ethics. Intuit's General Counsel has operational responsibility for the ethics and compliance programs, which, for example, require Intuit's workforce to take regular ethics training.

GRI 102-17

Mechanisms for advice and concerns about ethics

Intuit's workforce has many channels to receive ethics advice or report ethics concerns, including a 24-hour hotline, operated by an independent third party, that is available to the company's U.S. and non-U.S. workforce. Intuit's workforce is encouraged to seek ethics advice from company leadership, human resources, and the legal, compliance and policy organization. Intuit has a strict non-retaliation policy for the reporting of ethics violations or other concerns.

Intuit also expects its business partners, suppliers, contractors and agents to abide by similar values and standards and to act with integrity and in accordance with applicable laws, rules and regulations. You can learn more about Intuit's Supplier Responsibility [here](#).

Governance

GRI 102-18

Governance structure (Core)

Intuit strives for excellence in its governance practices. Intuit's Board of Directors believes that a diverse and experienced Board is critical for reaching sound decisions that drive shareholder value. Intuit's Board is composed of 12 members of varying tenures, ages, genders, racial/ethnic backgrounds and professional experiences. The company is proud of its balanced and diverse Board composition, its ability to recruit new Board members, its robust annual Board and committee self-evaluation process, the transparency of its financial performance and strategy, and the two-way dialogue Intuit works to maintain with its shareholders.

A majority of Intuit's Board, and all members of the standing committees, are independent. The key practices and procedures of Intuit's Board of Directors are outlined in the company's [Corporate Governance Principles](#) and members of Intuit's Board operate under Intuit's [Board Code of Ethics](#), both of which are reviewed annually by the Board and are publicly available.

See "Board Oversight of Risk" on page 11 of [Intuit's Proxy Statement](#) filed on 11/25/20. Additionally, committee charters and members are noted [here](#).

GRI 102-19

Delegating authority

GRI 102-20

Executive-level responsibility for economic, environmental and social topics

Corporate Responsibility is led by Lara Balazs, Executive Vice President, Chief Marketing Officer and General Manager, Strategic Partner Group. Ms. Balazs reports directly to the President and Chief Executive Officer, Sasan Goodarzi.

As set forth in its charter, the Nominating and Governance Committee of the Board has oversight of and reviews Intuit's practices relating to corporate responsibility, including environmental, social and governance (ESG) matters. This committee discusses with management periodic reports on Intuit's progress on ESG-related matters and related communications with investors and other stakeholders. The Compensation and Organizational Development Committee of the Board, under its charter, has oversight of diversity, equity and inclusion initiatives in support of organizational development. Also see "Board Oversight of Risk" beginning on page 11 of [Intuit's Proxy Statement](#) filed on 11/25/20.

GRI 102-21

Consulting stakeholders on economic, environmental, and social topics

See "Stockholder Engagement Process" on page 19 of [Intuit's Proxy Statement](#) filed on 11/25/20.

GRI 102-22

Composition of the highest governance body and its committees

See "Board Highlights" on pages 5-6 of [Intuit's Proxy Statement](#) filed on 11/25/20 for the Board composition and "Our Board Nominees" on pages 23-29 of the Proxy Statement for Board biographies that include the number of each director's other significant positions and commitments, and the nature of the commitments.

GRI 102-23**Chair of the highest governance body**

See “Board Leadership Structure” on pages 12-13 of [Intuit’s Proxy Statement](#) filed on 11/25/20.

GRI 102-24**Nominating the highest governance body**

See “Qualifications of Directors” on page 14 of [Intuit’s Proxy Statement](#) filed on 11/25/20.

GRI 102-25**Conflicts of interest**

See “Transactions with Related Persons” on page 22 and “Director Independence” on page 14 of [Intuit’s Proxy Statement](#) filed on 11/25/20. Intuit does not have a controlling shareholder. As of 07/31/21, no natural person owns more than 5%, and no institutional shareholder owns more than 10%.

GRI 102-26**Role of highest governance body in setting purpose, values, and strategy**

See “The Board’s Role” on pages 11-12 of [Intuit’s Proxy Statement](#) filed on 11/25/20.

GRI 102-27**Collective knowledge of highest governance body**

The Compensation and Organizational Development Committee receives updates on diversity, equity and inclusion (DEI) at least annually. The Nominating and Governance Committee receives other ESG updates at least twice a year. The Audit and Risk Committee reviews our ESG-related disclosure practices and also, on a quarterly basis, receives updates on any significant potential conflicts of interest. These updates are provided by the senior executives that lead the areas, including the Chief People and Places Officer, the Chief Diversity, Equity and Inclusion Officer, the Chief Marketing Officer and General Manager, Strategic Partner Group, who leads Corporate Responsibility, the General Counsel and the Vice President of Investor Relations. The General Counsel’s team, the independent compensation consultant to the Compensation and Organizational Development

Committee and Intuit’s external investment relations advisor also provide the Board with updates and insights around external ESG trends.

GRI 102-28**Evaluating the highest governance body’s performance**

See “Board Evaluation Process” on page 15 of [Intuit’s Proxy Statement](#) filed on 11/25/20.

GRI 102-31**Review of economic, environmental, and social topics**

GRI 102-32**Highest governance body’s role in sustainability reporting**

The Compensation and Organizational Development Committee receives updates on DEI at least annually. The Nominating and Governance Committee receives ESG updates at least twice a year. The Audit and Risk Committee reviews our ESG-related disclosure practices and also, on a quarterly basis, receives updates on significant potential conflicts of interest quarterly.

The Nominating and Governance Committee is informed of the Corporate Responsibility Report topics.

GRI 102-35**Remuneration policies**

SASB 270a.1

Percentage of total employee remuneration that is variable and linked to the amount of products and services sold

See “Director Compensation” on pages 31-35 and “Compensation Discussion and Analysis” on pages 38-59 of [Intuit’s Proxy Statement](#) filed on 11/25/20.

GRI 102-38**Annual total compensation ratio**

GRI 102-39**Percentage increase in total compensation ratio**

See “CEO Pay Ratio” on page 74 of [Intuit’s Proxy Statement](#) filed on 11/25/20. CEO pay ratio was 122:1 in 2020 and 114:1 in 2019.

Stakeholder Engagement

GRI 102-40

List of stakeholder groups (Core)

Intuit's four key stakeholder groups:

- **Employees:** Where the world's top talent does the best work of their lives
- **Customers:** Delight customers more than rivals in what matters most
- **Communities:** Make a difference in the communities the company serves
- **Shareholders:** Drive long-term growth, increasing shareholder value

GRI 102-42

Stakeholder identification (Core)

GRI 102-43

Approach to stakeholder engagement (Core)

Stakeholders are part of "True North," the goals Intuit uses to run the company; Intuit uses True North Goals to solve for both short- and long-term success across Intuit's stakeholders.

True North Goals are grounded in two principles: stewardship and stakeholders. Stewardship is the accountability Intuit has for short and long – that is, delivering the best results the company can in the current 12-month period while making decisions today that leave the company stronger for the generation that follows. Stakeholders is our principle for being clear about who Intuit serves. Intuit serves employees, customers, communities and shareholders, and it has a clear definition of how we engage with each of these four key stakeholders.

- **Employees:** Intuit frequently engages with its employees and seeks their feedback. The primary methods of engagement include monthly check-ins, company-wide surveys and quarterly all-hands.
- **Customers:** Intuit has a long history of engaging with its customers, both to understand their biggest needs and to measure the company's success in addressing those needs with the products it provides.
- **Communities:** Intuit is committed to supporting the world and the communities it serves beyond the benefits of its

products. This is a core aspect of the total company strategy and includes identifying measurable targets which allow Intuit to measure progress.

- **Shareholders:** Intuit regularly engages with stockholders to better understand their perspectives. During FY 2021, the company held discussions with many of its largest stockholders during scheduled events, including its 2020 Annual Investor Day and Annual Meeting of Stockholders, as well as in regularly held private meetings throughout the year.

Reporting Practice

GRI 102-45

Entities included in the consolidated financial statements (Core)

See "Exhibit 21.01" of Intuit's [Form 10-K](#) for the year ended 7/31/21.

GRI 102-46

Defining report content and topic boundaries (Core)

The Corporate Responsibility (CR) leadership team sets the strategic agenda and develops specific programs and initiatives across the company and reports periodically to senior management about progress against philanthropic and CR goals. The CR team works across internal stakeholders and functions and connects external stakeholders with the company's mission and purpose in ways that benefit its employees, its business and its global communities, and that we realize are important to its shareholders.

GRI 102-47

List of material topics (Core)

In FY 2021, Intuit undertook an assessment to identify the CR topics that are most significant to the company:

- Diversity and Inclusion
- Job Creation
- Job Readiness
- Climate-Positive Commitment and Progress
- Ethical Practices and Risk Management

Intuit worked with external experts and internal stakeholders to help define the issues, which formed the foundation for this

Corporate Responsibility Report and the company's overall CR strategy. Intuit plans to update this analysis periodically.

GRI 102-50

Reporting period (Core)

GRI 102-51

Date of most recent report (Core)

GRI 102-52

Reporting cycle (Core)

FY 2021 covers the period from 8/1/20 to 7/31/21. Intuit's last Corporate Responsibility Report came out in October 2020.

GRI 102-53

Contact point for questions regarding the report (Core)

David Zasada, Vice President Corporate Responsibility:
CR@intuit.com

GRI 102-54

Claims of reporting in accordance with the GRI Standards (Core)

This report has been produced using the Global Reporting Initiative (GRI) Standards. While many of the disclosures are in alignment with this framework at the Core level, this is a GRI-referenced report.

Economic

Economic Performance

GRI 201-1

Direct economic value generated and distributed

See “Financial Statements and Supplementary Data” in Intuit’s [Form 10-K](#) for the year ended 7/31/21.

GRI 201-2

Financial implications and other risks and opportunities due to climate change

See Intuit’s Carbon Disclosure Project (CDP) report submission (2020) [here](#).

Indirect Economic Impacts

(Material topic: Financial education and inclusion)

GRI 203

Management Approach

Explanation of the topic, how it’s managed, and mechanisms for evaluating the effectiveness of the company’s strategy.

Intuit is a global technology platform company with products including TurboTax, QuickBooks, Mint and Credit Karma, which are designed to empower consumers, self-employed individuals and small businesses to improve their financial lives. Intuit’s platform and products help customers get more money with the least amount of work, while giving them complete confidence in their actions and decisions. The company’s innovative ecosystem of financial management solutions serves approximately 100 million customers worldwide.

COVID-19 Response

Intuit is always working to harness and apply the collective strength of its products and its people to make the world a better place, especially for those who need it most. That is core to the company’s mission to *Power Prosperity Around the World*. Intuit demonstrated this commitment in its response to COVID-19, when it moved quickly to help consumers and small businesses access and navigate pandemic-related, U.S. government aid and relief programs.

Intuit partnered with the U.S. government to launch the following products quickly:

- Intuit Aid Assist, offering free, easy-to-use estimators for checking eligibility for federal relief programs, and estimating Paycheck Protection Program (PPP) loan forgiveness and stimulus eligibility.
- Intuit TurboTax Stimulus Payment Registration, a free product designed to help millions of Americans not required to file a tax return to get their stimulus money fast.
- Intuit QuickBooks Capital for Paycheck Protection Program, an easy way for small business owners, self-employed individuals, and other eligible applicants to apply for a PPP loan.

Intuit’s [COVID-19 response page](#) provides more information about these innovative products, along with details about the other ways the company is helping its employees, customers, partners and communities to meet unprecedented challenges during the pandemic.

GRI 203-1

Infrastructure investments and services supported

Intuit Financial Freedom Foundation

The Intuit Financial Freedom Foundation (IFFF) is Intuit’s charitable foundation dedicated to programs and public/private/not-for-profit partnerships that help bring opportunities to prosper to all, especially those with lower

incomes. IFFF was created in 2002, with a focus on making tax time an empowering and confidence, building opportunity, which continues to be the cornerstone of the foundation’s work.

Through IFFF, Intuit donates its software and resources to empower people, and the organizations and communities that serve them, to achieve better money outcomes. Intuit has long supported the empowerment of individual taxpayers to manage their own finances, including preparing their own tax returns, so that they receive every dollar they’ve earned and deserve. For those living with lower incomes, tax time, unlike any other point during the year, is a moment to help them improve their financial lives.

TurboTax Donations and Free File Programs

A priority of IFFF is to empower those who need it the most to prepare and file their tax returns with free Internal Revenue Service (IRS)-sponsored programs, like the IRS Free File program where they can use tax preparation software donated by Intuit and other companies, and to connect to programs that help them maximize their tax refund.

In 2021, Intuit entered its 23rd consecutive tax season of donating TurboTax to lower and middle-income taxpayers; the last 19 of those tax seasons have been through the IRS and state Free File programs. Free File, which is modeled after Intuit’s pioneering philanthropic efforts, gives taxpayers with the lowest Adjusted Gross Income (AGI) the option of choosing versions of online tax preparation software from multiple private companies that they can find on the IRS or State Departments of Revenue websites. A formal agreement between industry and the IRS ensures the tax software products are vetted, completely free to eligible taxpayers and provided at no cost to the government.

In 2021, Intuit donated 5.4 million federal and state returns to lower-income taxpayers through the IRS and state Free File programs. That is a 45% increase from 2020.

Intuit's support for lower-income taxpayers extends through IFFF partnerships and programs. Since 2010, IFFF has provided more than \$33 million to industry trade groups, local IRS Volunteer Income Tax Assistance (VITA) programs, community-based organizations and national tax assistance associations. Some of the 2021 initiatives with these valued partners are described below.

Free File Fillable Forms

In addition, Intuit has built and donated the Free File Fillable Forms (FFFF) product to the Free File Alliance and IRS. This product allows all taxpayers the opportunity to prepare and electronically file their tax returns at no cost using a forms-based preparation experience. Instead of preparing a manual tax return with paper and pencil and then mailing the forms to the IRS, FFFF enables taxpayers to efficiently enter and file their information entirely electronically.

Tax Time Allies

IFFF founded and sponsors Tax Time Allies (TTA), a growing movement of public, private and nonprofit groups and organizations working to empower taxpayers to take control of their finances and save more of their hard-earned money. Allies are national, state and local organizations – including VITAs, Asset Building Coalitions, and the American Library Association – with a shared mission to help those who need it the most to access free, IRS-sponsored taxpayer assistance programs and opportunities to invest in their financial well-being.

Some Allies, like Intuit, create and donate software so people can confidently file their taxes on their own and receive every dollar they deserve. Other Allies, like VITAs, drive programs that connect people with trained volunteers who prepare their tax returns for them. And some Allies help families learn how to invest part of their tax refund so they can increase savings for financial stability.

TTA and nonprofit organization SaverLife, for example, launched the Tax Time savings initiative in 2018, with the goal of encouraging Americans to save their tax refunds and boost their financial stability. In 2021, the program shifted to focusing on activating SaverLife members around improving their savings by pledging to use Free File and also saving a

portion of their tax refunds. 18,700 individuals took the Tax Time pledge to save \$7.5 million of their tax refunds. Despite the shift in focus, week over week pledge numbers remained roughly the same as the previous year with 61% of pledges coming from existing members versus new ones, indicating a high level of engagement among members around the topic of taxes.

For the fourth year, IFFF drove a national TTA digital outreach campaign to help eligible taxpayers find and use Free File. The campaign, which used Facebook posts, as well as search and web banner ads, resulted in nearly 126 million impressions and over 2.7 million clicks directly to the IRS Free File website. The outreach campaign ran throughout the extended tax season, which ended on 5/17/21, instead of the traditional April 15 tax day.

Throughout the COVID-19 pandemic, IFFF worked closely with VITA programs in the United States and Community Volunteer Income Tax Programs (CVITP) in Canada to help them transition from *in-person* taxpayer assistance to *virtual* taxpayer assistance. IFFF provided training, networking and video tools to help the programs test and perfect new volunteer training methods, technology to connect volunteers and taxpayers, and protocols for serving taxpayers who had never prepared their own returns. The lessons and resources developed in tax year 2019 enabled VITAs and CVITPs to accelerate and perfect their virtual services for the public as the pandemic continued to impact their in-person services during tax year 2020.

Tax Time Savings

Boosting financial wellness with a community-first approach

Intuit worked with SaverLife in FY 2021 to expand a technology-based savings solution to all six U.S.-based Prosperity Hub communities: Bluefield, West Virginia; Johnstown, Pennsylvania; Wise, Virginia; Hazard, Kentucky; Lawton, Oklahoma and Morristown, Tennessee. With Intuit's support, SaverLife combined digital, traditional and grassroots advertising efforts in an eight-month program to help these communities leverage well-loved programs to build and expand a culture of savings.

Increasing the financial stability of call center employees is a program goal. The regions' largest employers, call center operators Alorica, Concentrix, Sykes and Sitel, are also Intuit business partners. Employees at all sites were offered

SaverLife as an employee benefit, receiving a dollar-to-dollar match of up to \$40 per month, plus a \$20 bonus to support the goal of building \$500 in emergency savings. Alorica has reported that the program has been a key part of their culture and engagement building activities, especially for new employees.

Through these and other outreach efforts, including the use of regional media and nonprofit partnerships to build trust and awareness, SaverLife, with support from Intuit, has helped more than 11,460 households in these communities to boost their financial wellness. Over 50% of participants were able to deposit \$500 or more in their accounts, despite COVID-related hardships.

Product Donations (Number)

	2018	2019	2020	2021
QuickBooks	124,462	105,341	131,921	182,532
TurboTax Freedom Edition	2,315,743	2,256,580	3,710,707	5,374,708
ProConnect	65	65	65	32
Lacerte	11	11	11	12
Product Value	\$68.2M	\$54.3M	\$79.6M	\$120.0M

Cash Giving

	2018	2019	2020	2021
Donation Matching & Grants	\$2.7M	\$2.5M	\$3.4M	\$3.4M
Intuit Financial Freedom Foundation	\$3.8M	\$4.0M	\$4.3M	\$4.3M

In addition to the above, Intuit donated \$2.8M through the Prosperity Fund, a fund created to provide support to communities in need at critical times.

Intuit also supports organizations that help prepare young people on their path to prosperity, such as the Jump\$tart

Coalition for Personal Financial Literacy, a coalition that seeks to advance the financial literacy of K-12 youth.

GRI 203-2

Significant indirect economic impacts

In 2021, Intuit donated more than 5.4 million federal and state tax return filings to lower income taxpayers through Free File programs. The company donated QuickBooks products to nonprofits and small business development centers in the United States and Canada and to educational institutions around the globe, valuing at \$89.7M.

“We Care and Give Back”

We Care and Give Back is one of Intuit’s longest-standing values. It is deeply rooted in our culture. Our employee volunteer and giving program – also called We Care & Give Back, or WCGB – helps Intuit deliver on its commitment to serve the communities near our locations around the world. By supporting employees in the many ways they give generously of their time, talent and resources to the causes they care about, we are helping maximize the impact of doing good.

Supported by the Intuit Foundation for U.S.-based activity, and Intuit Inc. globally, WCGB helps employees make a difference in the community through paid time off to volunteer (up to one week per year), donation matching (up to \$5,000 or local currency equivalent per year), and other programmatic elements designed to encourage and fund employee-led activities. We encourage our employees to take on leadership roles as well, by offering grants for employees serving on the board of a vetted nonprofit or NGO. During FY 2021, Intuit employees volunteered more than 20,000 hours and donated over \$6.2 million to charitable organizations, including Intuit’s match.

In addition to supporting individual and team participation, Intuit hosts an annual global, signature event called Week of Service. While we believe that it is important for employees to support the causes and nonprofits they care about year-round, Week of Service is a time dedicated to helping employees everywhere get involved and connect with each other while collectively doing good in the communities where we live and work. In FY 2021, Intuit employees came together to participate in more than 100 global, local, team and individual opportunities, supporting communities around the world.

	2017	2018	2019	2020	2021
Donation Matching & Grants	\$2.5M	\$2.7M	\$2.5M	\$3.4M	\$3.4M

Global Education Programs

Intuit’s signature education initiative in India is the Educating Girl Child Project. Since 2017, this unique program has supported the education of approximately 300 girls in India. This program aims to sponsor the education of hundreds of girls through free education, after-school tutoring, career counseling and life skill lessons.

We have evolved the program from the earlier model of 1:1 (one girl per Intuit female employee), providing a greater opportunity to empower more girls to create talent, resources and skill sets amongst them to meet our long-term goals. We are proud to share that our Girl Child Program has now expanded beyond Karnataka to help students across India.

Intuit Military and Veteran Initiative

[The Intuit Military and Veteran Initiative \(MAVI\)](#), established in October 2019, is Intuit’s commitment to help transform the lives of military families and veterans through community, jobs and financial empowerment. Like military families and veterans, Intuit is committed to excellence, motivated by mission and driven by a sense of purpose.

Intuit believes that veterans and military spouses provide a source of unique skills and talent – and the company strives to compete for that talent, while honoring those who served. MAVI exists to present a cohesive cross-company representation of Intuit’s job opportunities and financial empowerment programs for veterans and military families.

Intuit’s mission through the MAVI program is to set a new gold standard for powering prosperity in the military community by embracing the value of and creating opportunity for those with the diverse skills and experiences developed through military service. Intuit’s goal for the program is to create a robust and industry precedent-setting military program that becomes woven into the fabric of the company.

In 2020, Intuit sponsored the first ever virtual muster for Bunker Labs, a U.S.-based nonprofit that supports and convenes military-connected entrepreneurs and small business owners. Over 500 veteran-owned small businesses attended.

Finally, to execute our share repurchase plan, one of the banks we utilize is Academy Securities, an investment bank owned and operated by military veterans. Academy leverages intensive past Military training, in depth current financial experience, geopolitical knowledge and broad networks.

See “Stock Repurchase Programs” in Note 11 to the financial statements in Item 8 of [Form 10-K](#) for the year ended 7/31/21.

Environmental¹

Energy

(Material topic: Energy management)

GRI 302

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Consistent with its operating values, Intuit has charted an ambitious path toward becoming the most environmentally sustainable company it can be. In FY 2020, it achieved its goal of 100% renewable electricity for our global operations, ten years earlier than planned. In addition, the company achieved carbon neutrality for its worldwide operations first in 2015, and continues to mitigate its footprint year over year and achieve carbon neutrality to-date.

Based on its positive environmental impact in 2019, Intuit earned validation for its core sustainability targets from the Science Based Targets initiative (SBTi), a collaboration among CDP, World Resources Institute, the Worldwide Fund for Nature and the UN Global Compact. The SBTi also verifies and vets each of Intuit's targets to ensure alignment to the latest research and understanding of climate science, thus maximizing impact.

Building on that success, Intuit announced in FY 2020 a new commitment to surpassing carbon neutrality: the 50x by 30 climate-positive goal. Using its 2018 carbon footprint metric as a baseline, Intuit is committed to reducing carbon emissions by 50 times greater than its 2018 carbon footprint over the next decade. See page 36 for more details on specific initiatives.

GRI 302-1

Energy consumption within the organization

GRI 302-2

Energy consumption outside the organization

SASB 130a.1

Total energy consumed, percentage grid electricity, percentage renewable

Energy Use (kWh)	2018	2019	2020
Scope 1	19,505,000	10,494,000	7,137,920
Scope 2	71,927,000	31,804,000	29,894,530
Total	91,432,000	42,298,000	37,032,450

Renewables

	2018	2019	2020	2021
Electricity from renewable sources	76%	76%	100%	100%
Progress toward 100% goal	76%	76%	100%	100%

As of April 2020, Intuit reached its goal of achieving 100% renewable electricity for its global operations. It accomplished this 10 years earlier than its 2030 goal.

Intuit has invested in on-site solar installations in Mountain View and San Diego, California, and in Tucson, Arizona. The company's Plano, Texas, campus purchases 100% of its electricity from an off-site wind farm. And, as of January 2017, Intuit's global headquarters in Mountain View purchases 100% of its electricity from an off-site wind farm.

Intuit also solidified its long-term commitment to renewable energy by signing a 12-year commitment with Clearway Energy in November 2018. Intuit partnered with multiple companies on an aggregated Virtual Power Purchase Agreement (VPPA) to develop 419 MW of new wind-generation capacity at Mesquite Star Wind Farm in Fisher County, Texas. Intuit committed 10 MW from the project to

reach its 100% renewable electricity goal. The project became operational in FY 2020.

In 2019, Intuit was the first buyer of carbon offsets from Tradewater, an international organization that works to collect and destroy refrigerants that have a large negative impact on the environment. Today, Intuit is providing guidance and scale to accelerate the company's positive impact together. The two companies partnered to launch the Catalytic Coalition in May 2021, bringing together leading companies to build a strategy to reduce their use of refrigerants within their portfolios of buildings. This coalition's goal is to collect and destroy greenhouse gases, permanently preventing their release into the atmosphere. At scale, the program can help offset carbon emissions for smaller businesses seeking to mitigate and reduce their emissions. In July, we introduced Tradewater to our Prosperity Hub in Bluefield, VA to collect refrigerants from small businesses and individuals for cash in order to properly dispose of them, reducing more than 700 metric tonnes of carbon from being released into the atmosphere.

GRI 302-3

Energy intensity

Energy Intensity

	2018	2019	2020
Revenue (\$)	6 billion	6.8 billion	7.7 billion
Energy use (kWh)	91,432,000	42,298,000	37,032,450
Energy intensity (kWh/revenue)	0.0152	0.0063	0.0048

See Intuit's CDP report submission (2020) [here](#).

1. Totals exclude Credit Karma data.

Emissions

(Material topic: Greenhouse gas emissions)

GRI 305

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

All Operations

Goal	Reduce Intuit's carbon footprint throughout all operations by 50% by 2025, as compared to 2012			
Metric	2017	2018	2019	2020
% GHG Emission Reduction from 2012 Baseline	43%	47%	48%	67%
Progress to Goal	86%	94%	96%	134%

Intuit's Buildings

Goal	Reduce Intuit's buildings' carbon footprint by 80% by 2025, as compared to 2012			
Metric	2017	2018	2019	2020
% GHG Emission Reduction from 2012 Baseline	64%	73%	80%	88%
Progress to Goal	80%	91%	100%	110%

Renewable Energy

Goal	100% renewable electricity by 2030			
Metric	2017	2018	2019	2020
% Used Electricity Generated from Renewable Sources	70%	76%	76%	100%
Progress to Goal	70%	76%	76%	100%

Waste Reduction

Goal	Divert 90% of our annual waste by 2020			
Metric	2017	2018	2019	2020
% Waste Diverted	70%	72%	76%	77%
Progress to Goal	78%	80%	84%	86%

GRI 305-1

Direct (Scope 1) GHG emissions

GRI 305-2

Indirect (Scope 2) GHG emissions

GRI 305-3

Other indirect (Scope 3) GHG emissions

GRI 305-4

GHG emissions intensity

GRI 305-5

Reduction of GHG emissions

Greenhouse Gas Emissions (MT CO₂e)

	2017	2018	2019	2020
Scope 1	3,176	2,045	1,912	1,770
Scope 2	9,682	7,622	5,136	2,460
Scope 3	28,346	28,459	30,476	19,251
Total	41,204	38,126	37,524	23,481

GHG Intensity

	2017	2018	2019	2020
Revenue (\$)	5.2 billion	6 billion	6.8 billion	7.7 billion
Total GHGs (MT CO ₂ e)	12,858	9,630	7,048	4,230
GHG intensity (MT CO ₂ /Revenue)	0.000002473	0.000001605	0.000001036	.0000005494

See Intuit's CDP report submission (2020) [here](#).

Effluents & Waste

GRI 306-2

Waste by type and disposal method

Waste Reduction

COVID-19 continues to have a direct impact on Intuit's waste diversion efforts in FY 2021. The total amount of waste generated for the year was 1,015,842 lbs. The company's waste diversion rate was 83% for the year, with its fourth quarter reaching 83%.

Intuit recognizes that this improvement was not due solely to its actions as a company. So, it is committed to continuing to drive initiatives to become zero-waste. Also, Intuit will need to rethink some of its efforts, as it recognizes that the pandemic will impact how the company uses real estate and its corporate campuses in the future due to future plans to implement a hybrid work environment.

Waste

	2017	2018	2019	2020	2021
% Waste Diverted	70%	72%	76%	77%	83%
Progress to Goal	78%	80%	84%	86%	92%

Social

Employment

(Material topic: Recruitment and retention)

GRI 401

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

The greatest strength of Intuit is its people. Its employees are fueled by a passion to serve Intuit's global customers and communities. As a company, Intuit strives to create a culture where employees are inspired to take action and make a positive difference.

GRI 401-2

Benefits provided to full-time employees that are not provided to temporary or part-time employees

GRI 401-3

Parental leave

See Intuit's benefits [here](#).

Occupational Health and Safety

GRI 403-6

Promotion of worker health

COVID-19 response

Intuit prioritized protecting our employees and extended workforce and slowing the spread of COVID-19 as the virus continued to impact the world. After our initial response outlined in the FY 2020 report, and as it became clear this new way of working would last longer than expected, we continue to reevaluate our benefits to ensure employees and our extended workforce receive the support they need.

Training & Education

(Material topic: Recruitment and retention)

GRI 404

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

GRI 404-2

Programs for upgrading employee skills and transition assistance programs

Learning Technology to Support Employee Development

In service to employee learning and growth, craft skills are identified, documented and communicated across Intuit. In FY 2021, Intuit launched a companywide effort to ensure that all craft areas have updated craft skills, and employees understand how to develop those skills through continuous learning. Intuit also recently launched a suite of modern learning tools where employees can access thousands of internal and external courses, videos, articles, books and more – all in one place on the Degreed learning platform. This new learning tech stack makes it easier than ever for employees to grow personally and professionally.

Employees also have the opportunity to set personal development goals using the Betterworks goal-setting platform. This tool is also integrated with a leading learning platform, and enables employees to set career and skill-development goals and link learning plans to them, further empowering employees to streamline their learning and development.

Tech Women @ Intuit

Tech Women @ Intuit, or TWI, is Intuit's strategic global initiative to recruit, engage and develop technical women at all career stages. TWI offers a full lineup of events and

professional development programs to give prospective employees an insight into Intuit's corporate culture, and existing employees opportunities to grow their careers.

As an example, Intuit always has a significant presence at the Grace Hopper Celebration, the world's largest gathering of women technologists. The company sends more than 100 employees to attend the conference annually. Intuit had 20 presenters at the 2020 conference and more than 4,200 people visited its virtual booth during the event.

Design for Delight

Intuit's "secret sauce" for innovation is Design for Delight (D4D), which is the company's way of looking at design thinking. This system starts with deep customer empathy, goes broad in lots of solutions before narrowing, and uses rapid experimentation to test solutions. To develop empathy, Intuit encourages its employees to know the company's customers – watch them, listen to them, visit their homes and workplaces – so they can discover and solve important customer problems.

D4D is vital because it provides the entire company with a common framework for building great products and to be customer-obsessed. Intuit has an Innovation Catalyst community of about 400 employees driving D4D around the world, who support projects ranging from product design to social impact in underserved communities.

One Intuit Learning Community

Across Intuit, the One Intuit Learning Community is a federated model of learning and development professionals dedicated to supporting employees with customized programs based on department and organizational learning goals, craft skills and other learning priorities and requirements. This community works together to ensure their offerings are cutting edge and best-in-class, so that employees are learning the most relevant and impactful subject matter and developing their skills for their current and future career goals.

Leadership Development

At Intuit, we believe that when we have strong leadership, everyone wins. During FY 2021, we launched a new Leadership Playbook to help executives and managers understand what's expected of them and how they can add value to their team and the company. It outlines three pillars that guide Intuit leaders: 1) Lead with a clear vision; 2) Build a high-performance culture; and 3) Drive winning results. To make the Playbook actionable, we created a learning module in Degreed that unpacks the teachings and includes examples of how to demonstrate specific, value-adding behaviors in day-to-day activities and interactions. We also created the VP Leadership Lab, an interactive program that gives VP leaders a deep sense of ownership for and commitment to the Playbook, lets them practice the three pillars and helps them define their own teachable point of view to bring the Playbook to life. This program is being rolled out to Directors across Intuit in FY 2022.

In addition, we have a robust executive and manager development program, along with dozens of point-of-need resources to support managers – new and seasoned – in developing their people leader skills so that they can support their team in both day-to-day management and long-term career growth and development.

GRI 404-3

Percentage of employees receiving regular performance and career development reviews

Intuit believes that timely, relevant feedback fosters trust and growth in the workplace. Employees have monthly check-ins with their managers to align their business goals, share feedback and provide direction for their professional development. This monthly feedback mechanism enables Intuit's employees and managers to track progress toward their goals and to grow and develop. In addition, all employees receive annual performance and pay reviews, where they are recognized and rewarded for their contributions throughout the year.

Diversity & Equal Opportunity

(Material topics: Employee and board diversity; Pay equity)

GRI 405

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit continues to focus on attracting and retaining a talented and diverse workforce that creates inclusion, inspiration and innovation.

Recruitment

Intuit continues to build a truly diverse workforce. The company has a dedicated talent team that seeks to find a talented and diverse set of professional candidates around the world. Intuit also partners with a wide range of external organizations that help the company to recruit new hires, develop early career talent and convert internships into full-time positions within the company. Intuit is creating a pipeline of diverse talent through partnerships with groups such as Girls Who Code, the National Center for Women & Information Technology, AnitaB.org, YesWeCode, Management Leadership for Tomorrow, AfroTech, Blacks in Technology, Latinas in Tech and Techqueria, as well as with multiple institutions of higher education, such as historically black colleges and universities (HBCUs) and Hispanic-serving institutions (HSIs).

Product Accessibility

Accessibility and Inclusive Design at Intuit

As the world recovers from the COVID-19 pandemic, there's a greater recognition that a person's disability is defined by the mismatch of their ability and their environment. Elements previously considered accommodations are now routine: remote work, video conferencing, closed captioning, mental health, ergonomics, flexible work hours and readable documentation. Over the past year, Intuit's Accessibility and Inclusive Design team has transformed how we build products, support customers and develop an inclusive workplace.

True inclusion embraces the intersectionality of ability, race, gender, socio-economic, education, sexual orientation, family and housing, and age. Intuit Design System provides

leadership for design ethics and diverse representation within product development and hiring. Our customer research platform ensures a diverse set of customer interviews. We developed techniques to highlight accessibility-related comments within customer feedback. Intuit's Abilities Network has worked closely with other employee resource groups to spotlight diverse small businesses, expanded accommodations, mental health awareness and family support benefits.

Investing in Leader Capability

Intuit believes that building a diverse team is critical, but is only one aspect of creating an inclusive culture. As part of its ongoing effort to invest in its people, in April 2019 Intuit rolled out a workshop for leaders around Leading Inclusively, that in September 2020 was turned into an e-learning module too, meant for all employees. As of July 2021, 1,320 people managers have attended the Leading Inclusively @ Intuit workshop, and over 1,230 employees have completed the Leading Inclusively e-learning.

In the last year we have continued to invest in managers' capabilities, providing them with training and resources needed to foster an environment of inclusion, to empathetically engage with teams, and to create a safe space for difficult conversations.

Racial Equity Advancement Leadership (REAL) Team

Diversity and inclusion are core to who we are at Intuit, but we are too often silent on the racial injustice and discrimination that our Black colleagues face every day. We must continue to improve, especially when it comes to having a greater percentage of underrepresented minorities within our employee population, in particular increasing our representation of Black employees. We have been guided in this work by a team of employees within our African Ancestry Network called the REAL Team. The REAL Team is helping us drive durable change as we strive toward creating racial equity and equality. The team is helping us work toward tangible goals: expanding our traditional talent pipelines to generate a more diverse pool of candidates; helping to ensure representation at all levels of the company; ensuring Black representation is present as we develop new products; ensuring our philanthropy work supports communities in need; and investing in the education of our Black employees.

Equality

Intuit strives to create and maintain an environment where differences are valued and respected – differences in experience, background and opinion. It strives to provide equal employment opportunities for all employees and seeks to maintain a workplace free from discrimination, harassment and retaliation. Intuit expects its partners to adhere to its standards of business conduct and safe workplaces.

In 2021 the Human Rights Campaign Foundation (HRC) named Intuit one of the “Best Places to Work for LGBT Equality.” Since 2005, Intuit has earned a perfect score on the HRC Foundation’s Corporate Equality Index. The company continues to learn from its employees about what is going well, and the areas of opportunities to continuously evolve its diversity and inclusion practices. In 2021, Intuit was rated #8 Best Employer for Women by *Forbes*.

Intuit has created a dashboard that lets all Intuit employees see the company’s diversity and inclusion data (gender, ethnicity in the United States, pay equity and belonging scores), which is updated on a monthly basis. Intuit also provides its senior leaders (Director and above) with real-time diversity and inclusion data for all hires, promotions, mobility and attrition by different demographic factors (e.g., gender and ethnicity).

For information on Intuit’s Military support initiatives, see **GRI 203-2**. For information on Intuit’s programs supporting Women in Tech, see **GRI 404-2**.

GRI 405-1

Diversity of governance bodies and employees

Board Overview

	2018 ¹	2019 ²	2020 ³
Tenure			
0-5	50%	55%	50%
6-10	20%	9%	17%
10+	30%	36%	33%

Age			
50 and under	30%	27%	33%
51-60	30%	27%	25%
61+	40%	45%	42%
Gender			
Male	70%	73%	67%
Female	30%	27%	33%

Percentages may not total 100 due to rounding

¹ Board composition as of the publication date of Intuit’s FY18 Proxy Statement

² Board composition as of the publication date of Intuit’s FY19 Proxy Statement

³ Board composition as of the publication date of Intuit’s FY20 Proxy Statement

See “Board Highlights” and “Experience and Expertise” on page 5 of [Intuit’s Proxy Statement](#) filed on 11/25/20.

SASB 330a.3

Gender and racial/ethnic group representation for management, technical staff, and all other employees

Employee Gender Diversity (Global)

	2019	2020	2021 ¹
Overall			
Male	61%	61%	59%
Female	39%	39%	40%
Undisclosed	0%	0%	0%
	2019	2020	2021 ¹
Tech			
Male	73%	71%	69%
Female	27%	28%	30%
Undisclosed	0%	0%	0%
Non-Tech			
Male	49%	45%	44%

Female	51%	55%	56%
Undisclosed	0%	0%	0%

Executives (Directors and above)

Male	69%	67%	64%
Female	31%	33%	35%
Undisclosed	0%	0%	0%

Employee Ethnicity (U.S.)

	2019	2020	2021 ¹
Overall			
White	46%	45%	43%
Asian	30%	32%	34%
Hispanic or Latinx	8%	8%	8%
Black or African American	3%	3%	4%
Native American, Alaska Native or Hawaiian Native	0%	0%	1%
Two or more races	2%	2%	3%
Undisclosed	10%	9%	8%
Tech			
White	33%	33%	31%
Asian	47%	47%	50%
Hispanic or Latinx	4%	5%	5%
Black or African American	1%	1%	2%
Native American, Alaska Native or Hawaiian Native	0%	0%	0%
Two or more races	2%	2%	2%
Undisclosed	14%	11%	10%

	2019	2020	2021 ¹
Non-Tech			
White	58%	60%	59%
Asian	14%	12%	12%
Hispanic or Latinx	12%	13%	12%
Black or African American	5%	6%	6%
Native American, Alaska Native or Hawaiian Native	1%	1%	1%
Two or more races	3%	3%	3%
Undisclosed	7%	6%	6%
Executives (Directors and above)			
White	56%	56%	55%
Asian	26%	25%	24%
Hispanic or Latinx	5%	5%	5%
Black or African American	2%	2%	2%
Native American, Alaska Native or Hawaiian Native	0%	1%	0%
Two or more races	1%	1%	1%
Undisclosed	10%	10%	11%

Percentages may not total 100 due to rounding

¹ Totals exclude Credit Karma employee data.

Learn more about Diversity and Inclusion [here](#).

GRI 405-2

Ratio of basic salary and remuneration of women to men

As a result of its July 2021 global analysis, Intuit made salary adjustments across seven job codes to 172 employees. As of August 1, 2021, after giving effect to the adjustments, none of the analyzed job codes had statistically significant differences in pay based on gender or ethnicity. Intuit continues to refine

and refocus its efforts with the goal of reducing and ultimately eliminating the need to make salary adjustments.

At Intuit, as of August 1, 2021, women in the U.S. earn on average \$1.02 for every \$1.00 men earn. Minority employees (consisting of Asian, Black, Latinx and U.S. Indigenous based on governmental definitions) in the U.S. earn on average \$1.03 for every \$1.00 white employees earn. Underrepresented minority employees at Intuit (consisting of Black, Latinx, U.S. Indigenous) earn on average \$1.00 for every \$1.00 white employees earn in the U.S. In India, women earn on average \$1.00 for every \$1.00 men earn. In all other countries, women earn on average \$1.00 for every \$1.00 that men earn.

Non-Discrimination

(Material topic: Diversity and Inclusion)

GRI 406

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit is an equal opportunity employer. The company hires, promotes and rewards the most qualified employees no matter what protected categories they happen to fall into. Intuit does not tolerate discrimination based on race, color, national origin, ancestry, citizenship or immigration status, religion or religious dress or grooming practices, age, sex, pregnancy or childbirth or breastfeeding status, gender identity or expression, sexual orientation, physical or mental disability, veteran or military status, marital or registered domestic partnership or civil union status, housing status, medical condition, genetics, criminal record history or any other protected categories. That's true for all aspects of employment, including recruiting, hiring, promotion, demotion, transfer, termination, compensation, benefits and training.

Local Communities

(Material topic: Financial education and inclusion)

GRI 413

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

GRI 413-1

Operations with local community engagement, impact assessments, and development programs

In FY 2021, Intuit opened its eighth Prosperity Hub in Newcastle, United Kingdom, expanding the program's global impact with eight sites globally. We partner with each Prosperity Hub to increase the economic opportunities through concentrated job creation, resulting in an economic flywheel effect as opportunities throughout the communities grow. By the close of FY 2021, Intuit's Prosperity Hubs created a total of 2,240 jobs across the eight communities and we successfully protected 100 percent of these jobs throughout the pandemic.

Intuit is committed to leveling the playing field so that everyone has the opportunity to prosper. We are laying the groundwork to better prepare people for the job market by bringing real-world tools into classrooms to help students develop personal finance and entrepreneurial skills. In FY 2021, Intuit supported over 360,000 students and educators, building on the 150,000 prepared in FY 2020 and helping us reach our goal of 3.6 million people by 2024 through our job readiness programs.

Public Policy

GRI 415

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit transparently participates in the public policy process, including educating agencies and elected officials on its policy positions and their impact on consumers, small businesses and the company's employees, and supporting candidates whose positions on public policy align with Intuit's corporate policy interests. Intuit is nonpartisan; it participates across the political spectrum and believes the best policies that serve the public interest and common good usually represent a thoughtful balance and tend to be forged in the political center through a bipartisan, collaborative political process. Intuit complies with federal and state laws governing political contributions and their reporting and disclosure requirements. You can learn more about Intuit's Political Accountability philosophy and approach [here](#). Intuit's Political Accountability Policy can be accessed [here](#).

GRI 415-1

Political contributions

In the U.S., Intuit's PAC contributions are publicly disclosed to the Federal Election Commission (www.fec.gov), and state contributions are publicly disclosed on corresponding state websites; all contributions are aggregated and published on the company's website (www.intuit.com) semiannually. See [Intuit Political Contributions – August 2020 – January 2021](#) for more information.

Customer Privacy

(Material topic: Privacy and data security)

GRI 418

Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit is committed to providing its customers with choices about their data. For over 10 years, the company has adhered to a set of global data stewardship principles that not only governs how it operates, but also empowers its customers to share their data where and how they want. This means providing transparency about when Intuit shares data with third-party partners and developers, such as financial institutions, and upholding a sense of accountability to safeguard its customers' most sensitive financial information. Intuit designs its products and services with privacy and governance considerations. Regardless of what Intuit builds, maintaining *Integrity Without Compromise* to its customers is at the core of how the company operates. Learn more about Intuit's Data Stewardship Principles and review the latest [Privacy](#) and [Security](#) statements on the company's website.

A top priority for Intuit is the security of its products. The company uses security safeguards to help protect the systems and the information customers and employees give to the company from loss, misuse and unauthorized alteration. Intuit uses technical, logical and procedural measures, such as multi-factor authentication, which are designed to help detect and prevent fraud and misuse of customer information. Intuit routinely patches its systems with security updates, and it works to protect its systems from unauthorized internal or external access using numerous commercially available computer security products, as well as internally developed security procedures and practices.

Intuit joins more than 30 global technology and security companies as a signatory to the [Cybersecurity Tech Accord](#), a publicly shared commitment to collaborate on cybersecurity efforts. Additionally, Intuit has been an active participant in the IRS Security Summit since its establishment in 2015. The summit represents a unique collaboration between the tax industry, the states and the IRS to protect taxpayers and reduce fraud in the tax system. According to the IRS, as a result of actions taken in connection with the IRS Security Summit, tax fraud due to identity theft has decreased significantly since 2015.

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N/A: Not applicable to Intuit's operations.

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intuit

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